



ANNUAL REPORT

of the

JOINT COMMITTEE ON
CORRECTIONS

of the

MISSOURI GENERAL ASSEMBLY

January 2014

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REPRESENTATIVES:
LINDA BLACK
BRANDON ELLINGTON
PAUL FITZWATER
PENNY HUBBARD
SHAWN RHOADS
DWIGHT SCHARNHORST



SENATORS:
S. KIKI CURLS
MIKE KEHOE
BRAD LAGER
PAUL LEVOTA
JAMILAH NASHEED
JAY WASSON

JOINT COMMITTEE ON CORRECTIONS
STATE OF MISSOURI
ROOM 117A, STATE CAPITOL
JEFFERSON CITY, MISSOURI 65101
TELEPHONE (573) 751-4223
FAX (573) 751-1476

To All Senators, Representatives, and Staff:

It is our pleasure to present the Joint Committee on Corrections Annual Report for 2014.
This report is provided pursuant to Section 21.465, RSMo.

The Joint Committee on Corrections is a permanent committee of the General Assembly. The committee was established in 1957 by an act of the Sixty-Ninth General Assembly. The applicable statutory provisions may be found in Sections 21.440 to 21.465 of the Revised Statutes of Missouri. The committee is bipartisan in composition and is composed of six members each from the House of Representatives and the Senate.

This report provides detailed information received by the Joint Committee from each of the correctional facilities maintained by the Department of Corrections. We hope you find the Annual Report informative.

Annual Report of the Joint Committee on Corrections, January 2014

Introduction

The Joint Committee on Corrections presents information for the following correctional facilities as required by law.

- [Algoa Correctional Center in Jefferson City,](#)
- [Boonville Correctional Center in Boonville,](#)
- [Chillicothe Correctional Center in Chillicothe,](#)
- [Cremer Therapeutic Community Center in Fulton,](#)
- [Crossroads Correctional Center in Cameron,](#)
- [Eastern Reception, Diagnostic, and Correctional Center in Bonne Terre,](#)
- [Farmington Correctional Center in Farmington,](#)
- [Fulton Reception/Diagnostic Center in Fulton,](#)
- [Jefferson City Correctional Center in Jefferson City,](#)
- [Maryville Treatment Center in Maryville,](#)
- [Missouri Eastern Correctional Center in Pacific,](#)
- [Moberly Correctional Center in Moberly,](#)
- [Northeast Correctional Center in Bowling Green,](#)
- [Ozark Correctional Center in Fordland,](#)
- [Potosi Correctional Center in Mineral Point,](#)
- [South Central Correctional Center in Licking,](#)
- [Southeast Correctional Center in Charleston,](#)
- [Tipton Correctional Center in Tipton,](#)
- [Western Missouri Correctional Center in Cameron,](#)
- [Western Reception, Diagnostic, and Correctional Center in St. Joseph,](#) and
- [Women's Eastern Reception, Diagnostic and Correctional Center in Vandalia.](#)

Joint Committee on Corrections - 2013

Information for Legislative Institutional Visits

Facility Name:	ALGOA CORRECTIONAL CENTER			
Custody Level	C-1 C-2		Warden	Scott Lawrence
Total Acreage	340		Address	8501 No More Victims Road, Jefferson City, Mo 65101-4567
Acreage w/in Perimeter	22		Telephone:	573-751-3911
Square Footage	329,360		Fax:	573-526-1385
Year Opened	1932			
Operational Capacity/Count (as of today)	1537/1524			
General Population Beds (capacity and count)	1467/1358		Deputy Warden	William Schmutz
Segregation Beds (capacity and count)	98/83		Deputy Warden	Louisa Bolinger
Treatment Beds (capacity and count)	0		Asst. Warden	Sandra Jimmerson
Work Cadre Beds (capacity count)	N/A		Major	William Vallier
Diagnostic Beds (capacity and count)	N/A			
Protective Custody Beds (capacity and count)	0			

1. Capital Improvement Needs:

a) How would you rate the overall condition of the physical plant of the institution?

- **Good. The overall condition of this facility is good.**

b) What capital improvement projects do you foresee at this facility over the next six years?

- **New Medical/Visiting Building**
- **Metal roofs for housing units; over 1/2 of the roofs have existing major leaks**
- **Sewer/Storm drain project to replace clay tile and manholes**
- **Finish New Sallyport**
- **Pave Cortez Road, perimeter road, parking lots. General overall paving or sealing of parking lots**
- **Motion detector for fence –the system will no longer be supported by the DelNorte Company since it is obsolete.**
- **Install central air and heat on the third floor of all housing units and remove all window units.**

- **Install chiller in the administration building and remove window units**
- **Expand the building automation systems in all areas to allow for more control and improved efficiency.**
- **Install new windows throughout the facility.**

c) How critical do you believe those projects are to the long term sustainability of this facility?

- **Building a new medical unit is critical as the unit is now located on the third floor of a housing unit which is very difficult to transport offenders and/or equipment. It is difficult to access and the space is very limited.**
- **Constructing a new sallyport is critical as the current construction poses an unnecessary security risk due to offender foot traffic to and from the recreation area (in progress)**
- **The motion detector for the fence is obsolete – service and parts are becoming impossible to obtain. A new system will need to be purchased to maintain perimeter security.**

2. Staffing:

a) Do you have any critical staff shortages?

- **Yes, Office Support Assistants - Difficult to attract – Low wages**
- **Yes, Cooks – Due to very low pay**
- **Correction Officers– Additional FTE's would enhance security**

b) What is your average vacancy rate for all staff and for custody staff only?

- **All Staff 4%**
- **All Custody 4% - below minimum staffing**
(Calculated by number of vacancies divided by total staff)

c) Does staff accrual or usage of comp-time by staff affect your management of the institution?

- **Yes; it is important to manage overtime while keeping in mind staffing needs.**

d) What is the process for assigning overtime to staff?

- **Volunteers to work overtime are sought first to work overtime, if more staff is needed a mandatory overtime rotation list is utilized to determine whose turn it is to work. This is seldom necessary as staff generally volunteer due to regular comp payments**

e) Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?

- **75% of comp time is paid**
- **25% is retained and utilized by staff**

f) Is staff able to utilize accrued comp-time when they choose?

- **As comp pay off for COI/COII – Yes**
- **As comp pay off for other staff – No**
- **As time off – only when posts can adequately be covered**

3. Education Services:

a) How many (and %) of inmate students at this institution are currently enrolled in school?

- **345 students enrolled in school (97% of eligible students are enrolled in school)**

b) How many (and %) of inmate students earn their GED each year in this institution?

- **166 offenders earned their GED during 2013**
- **ACC has a GED pass rate of 97%**

c) What are some of the problems faced by offenders who enroll in education programs?

- **Many offenders are functionally illiterate (reading level below a 2nd grade level)**
- **Students suffer from low self-esteem**
- **Waiting list prevents all students from being enrolled immediately upon arrival at ACC**
- **Unsuccessful in school experience on streets; bad experience with education on streets**
- **Health Issues (Vision problems, mental health medication issues)**
- **Prior drug/alcohol use hampers learning.**
- **Lack of Motivation to learn**

4. Substance Abuse Services:

a. What substance abuse treatment or education programs does this institution have?

- **AA/NA**

b. How many beds are allocated to those programs?

- **0**

c. How many offenders do those programs serve each year?

- **0**

d. What percent of offenders successfully complete those programs?

- 0

- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?
 - **In our case, budgetary constraints made it very difficult to continue the program. The biggest challenge we faced when running it was the fact that offenders fought placement because it did not count towards their parole stipulations. Offenders felt they were being made to do double work for the same liability.**

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?
 - **Automotive Technology**
 - **Culinary Arts**
 - **Graphic Arts/Web Development**
- b. How many offenders (and %) participate in these programs each year?
 - **Total 240 per year - This represents approximately 16% of the population**
 - **Automotive – 15 Offenders enrolled**
 - **Culinary Arts – 15 Offenders enrolled**
 - **Graphic Arts/Web Development – 15 Offenders will be enrolled when the teacher completes DOC training**
- c. **Intro to Food Service – 8 offenders are enrolled**
- d. Do the programs lead to the award of a certificate?
 - **Yes, each awards a certification in their field**
 - **Automotive offers “Letter of Completion” and Department of Labor apprentice certificate**
 - **Culinary Arts offers “Letter of Completion” and Department of Labor apprentice certificate and a SERVSAFE certificate from the National Restaurant for Culinary Arts**
 - **Web design offers “Letter of Completion” and Department of Labor apprentice certificate.**
- e. Do you offer any training related to computer skills?
 - **Both automotive and culinary arts classes use computers extensively in conjunction with completing the courses.**
 - **The web design class will be hands on computer training**

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?
 - **ACC offenders work at CMCC Tire recycling**

- b. How many (and %) of offenders work for MVE at this site?
 - **18 which is .075%**
- c. Who are the customers for those products?
 - **DNR – recycling of rubber waste products; a company that operates a landfill in Sedalia and Kansas City Power & Light**
 - **Correctional facilities and other state agencies such as MODOT receive recyclable rubber waste products**
- d. What skills are the offenders gaining to help them when released back to the community?
 - **Basic work ethics and disciplined work habits**
 - **Operation of warehouse machinery, ie. Fork lift, tire de-beader, tire de-rimmer and rubber tire loader**
 - **Organizational skills involving office operations-**
 - **Product handling in a warehouse setting**
 - **Maintenance Skills**
 - **Printing and Copying Equipment Operation**

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?
- b. **Yes, re-accreditation in November 2011**
- c. **How many offenders are seen in chronic care clinics?**
 - **There are currently 698 offenders enrolled in a chronic care clinic**
 - **The medical unit received reaccreditation in 2011**
 - **There are 1041 offenders enrolled in 14 chronic care clinics; some offenders are enrolled in more than one clinic.**
- d. What are some examples of common medical conditions seen in the medical unit?
 - **Dental, sports injuries, common illnesses (colds, sinus infections, allergies, etc.)**
 -
- e. What are you doing to provide health education to offenders?
 - **Post pamphlets**
 - **We provide an annual health fair and provide education during the sick call process. We also have various handouts available in the medical unit**
 - **Offer smoking cessation classes**
 - **Counseling sessions with nurses on medical conditions, medications, etc.**
 - **Counseling provided by physicians and nurses on medical conditions and medication. There is an offender education board**

which highlights a different topic each month; ie; handwashing, exercise, rashes, etc.

- f. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?
 - **There have been no cases of active TB at ACC in the past year**
- g. Is the aging of the population affecting health care in prisons as it is affecting health care everywhere else? If yes, please explain
 - **Yes, we have sicker patients with more chronic illnesses and terminal illnesses that we are taking care of.**

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?
 - **Offenders may send a Health Service Requests (HSR) for mental health services or may be referred by any DOC staff for mental health services. If an offender is determined to have a mental illness which may be specified by the Diagnostic and Statistical Manual of Mental Health Disorders (DSM-IV), he may be enrolled in the Mental Health Chronic Care Clinic. Such offenders are assigned a Mental Health Therapist and a psychiatrist and are seen by a Mental Health professional a minimum of every month.**
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?
 - **There has been one successful suicide at ACC in the past year, in July in the segregation unit.**
 - **Whenever there is concern that an offender may be suicidal, he is placed on Suicide Watch in a camera cell in the Segregation Unit. The Mental Health Department is notified immediately. A Mental Health professional then assesses the offender to determine his treatment needs. At least one licensed Mental Health professional conducts a face-to-face assessment with an offender before he is removed from suicide watch. Such placements and the subsequent assessments are all done according to IS12-4.1. Additionally, Core Training at ACC includes instruction on suicide prevention and intervention which is required for all institutional staff. In most of these cases, at ACC, the offender is reacting to an environmental or situational problem in which he needs assistance to cope.**
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?
 - Approximately 302 offenders (approximately 19%) take psychotropic medications**
 - Note: This number changes because of the transient nature of the population. Additionally, many offenders, who are on**

psychotropic medications when they transfer to ACC, decide to try to work through their problems without medications. By working with an assigned therapist, they are often able to learn effective coping skills to remain off of medication.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?
- **Although not all offenders are chronically or mentally ill, approximately 352 offenders are assigned a Mental Health score of three (3) or above, are treated each month by the ACC Mental Health staff.**

9. What is your greatest challenge in managing this institution?

- **Recruiting and retaining quality staff**
- **Monetary restraints due to challenging budgetary issues**

An additional challenge is the ACC work release program. ACC releases approximately 117 offenders to work release and outside clearance daily.

Other challenges are continually dealing with employee shortages/turnover. Our Personnel staff and COI Recruitment hiring staff put a lot of time into screening, hiring and training replacement staff. There is of course an ongoing cause tied to this issue of staff retention.

Lastly, managing a facility of this age has its own issues. As mentioned above we are routinely renovating various areas of the Algoa Correctional Center and continue to be in need of renovations to our food service areas, housing unit showers, electrical systems, heating and cooling systems, and our medical unit which is located on the third floor of one of our housing units.

10. What is your greatest asset to assist you in managing this institution?

- **Without a doubt, the greatest asset of ACC is the staff as ACC has a lot of veteran staff. ACC staff take their jobs seriously and are very proud of their accomplishments and continue to strive to provide excellent service to our offenders and the citizens of Missouri in an effort to maintain public safety. I would also have to add that the ACC staff are professional, courteous and friendly to one another and visitors. They make every attempt at taking this old facility with its character and making it a very comfortable place to work.**

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

- See Attachment #1

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. (Please have the Major answer)

- **The custody staff's morale is fairly high at this point. Regular comp pay outs have significantly improved their job satisfaction and reducing stress. Internal issues are quickly addressed and lines of communication are open. Although it seems ACC struggles with a shortage of officers, they realize this is due to turnover and managers do what is possible to minimize impacts. Employee's generally believe time off is granted fairly and supervisors are considerate of their employees needs. The institutional Personnel Club does a great job at arranging annual events such as the Family Day BBQ, Christmas Party, and fund raisers that are enjoyed. Employee recognition is emphasized through Employee of the Month selections, tenure recognition and other awards for excellent service or acts. Work sections enjoy encouraged activities such as "pot luck" lunches, BBQ's, etc. Overall, it seems morale is good and employees demonstrate pride in themselves, their institution and their contribution to public safety**

13. Case managers:

- A. How many case managers are assigned to this institution?
 - **23 total**
- B. Do you currently have any case manager vacancies?
 - **No**
- C. Do the case managers accumulate comp-time?
 - **Normally No; however, the ICVC coordinator does occasionally on weekends**
- D. Do the case managers at this institution work alternative schedules?
 - **Two Pathway to Change facilitators occasionally work alternative schedules and that time is flexed out.**
 - **The restorative justice coordinator comes in one weekend per month for the restorative justice panels and that time if flexed out.**
- E. How do inmates gain access to meet with case managers?
 - **An open door policy provides the opportunity for each offender to speak with their case manager**
- F. Average caseload size per case manager?
 - **1 case manager for 82 offenders (average)**
- # of disciplinary hearings per month?
 - **343 per month (institutional average)**
- # of IRR's and grievances per month?
 - **40 IRR's & 21 Grievances**

- # of transfers written per month?
 - **69 (institutional estimate)**
- # of re-classification analysis (RCA's) per month?
 - **Total 233 (approximately)**
- G. Are there any services that you believe caseworkers should be providing, but are not providing?
 - All required programs are being conducted
- H. If so, what are the barriers that prevent caseworkers from delivering these services?
 - N/A
- I. What type of inmate programs/classes are the case managers at this institution involved in?
 - Inside/Out Dads Program
 - Pathways To Change
 - Impact on Crime Victims Class
 - Assisting Offenders in obtaining Birth Certificates, drivers license and social security cards and state identification cards
 - Anger Management
 - Work Release
 - Impact of Criminal Thinking
 - Video Resume
- J. What other duties are assigned to case managers at this institution?
 - **ACC Caseworkers provide coverage when needed in other sections of the institution (i.e. Library, chapel, custody). They spend the majority of their time facilitating programs, preparing offenders for re-entry and assisting offenders with problems associated with incarceration. They communicate with offender families, attorneys, outside law enforcement agencies, other government agencies and re-entry partners regarding offender issues. They address discipline issues through hearings and complete AICS and RCA's to ensure offenders are housed in a safe environment. They complete TAP's to determine the programs and services that will benefit the offender during/after his incarceration. Caseworkers also conduct institutional audits, serve on task forces, they train various staff and other duties as assigned. They also conduct work release screenings, initial PREA assessments and a 30 day review. They monitor and provide re-entry services through the resource room.**

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution?

- 7
- B. Do you currently have any staff shortages?
- No
- C. Do the parole officers accumulate comp-time?
- **Yes; must be flexed – no pay**
- D. Do the parole officers at this institution flex their time, work alternative schedules?
- **Yes, schedules are flexed when it is necessary due to staff shortages, resignations, etc.**
- E. How do inmates gain access to meet with parole officers?
- **Open door is offered in housing unit 9 Monday and Friday from 9 – 10 a.m. for all offenders; Housing unit 16 has open door on Wednesdays 3 – 4 p.m. for work release offenders and Housing unit 1 has open door daily for housing unit 1 & 2 offenders.**
- F. Average caseload size per parole officer?
- **250**
- # of pre-parole hearing reports per month?
- **60**
- # of community placement reports per month?
- **20**
- # of investigation requests per month?
- **120**
- G. Are there any services that you believe parole officers should be providing, but are not providing?
- No
- H. If so, what are the barriers that prevent officers from delivering these services?
- N/A
- I. What type of inmate programs/classes are the parole officers at this institution involved in?
- **Reception & Orientation – The amount of work that is done by the PO limits any flexibility to do more programs. We have work units to justify the PO positions and the work units are much over the normal amount of work. One of our parole officers is assigned to the MRP unit**
 - **Three or four officers provide “Anger Management” classes to the offenders.**

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

As previously stated, staff retention, when you consider the amount of money that goes into the hiring and training of new employees and the ability to retain staff would be more fiscally sound. In my opinion, the committee could assist greatly with

the elevation of salaries, not with just correctional officers, but with all sections of the Department of Corrections to attract staff to make a career of the Department of Corrections as opposed to having it become a stepping stone to some other line of similar work.

16. Does your institution have saturation housing? If so, how many beds?

- **No**

17. Radio/Battery Needs

:

A. What is the number of radios in working condition?

- **310**

B. Do you have an adequate supply of batteries with a good life expectancy?

- **Yes**

C. Are the conditioners/rechargers in good working order?

- **Yes**

Joint Committee

2013

Attachment #1 ACC Vehicles

Plate	Year	Model	Make	Condition	Mileage	Cost YTD	Comments
13-0063	2004	Ford	E350	Good	116631		Mail run Van
13-0388	2000	Chevy	15P Van	poor	101613		Bad transmission
13-0134	1998	Ford	15P Van	Good	95247		Good Transport Van
13-0094	2000	Chevy	Impala	Fair	110175		Pool Car / Broke down
32-0287	2008	Chevy	Uplander	Excellent	85372		Transport Van
13-0097	2007	Ford	Crown Victory	Excellent	109637		Transport car
13-0093	2007	Ford	Crown Victory	Excellent	96445		Transport car
13--0674	2007	Ford	Crown Victory	Poor	110585		Rover
13-0091	2007	Ford	Crown Victory	Excellent	103447		Transport car
13-0254	1997	Freightliner	Dumptruck FL-80	Good	42059		OA Dump truck
13-0087	1998	Ford	15P Van	Good	92063		Good Transport van
13-0081	1998	Ford	15P Van	Good	113389		Transport van/ Gov. man.
13-0089	2000	Chevy	Impala	Poor	116755		Pool car/ Brokedown
13-0090	2001	International	Bus	Good	64008		Good Transport Bus
13-0325	1985	GMC	Truck	Poor	47593		On Site Dump Truck
13-0098	1997	Ford	Truck	Good	60347		Good Pickup Truck
13-0083	1999	Dodge	15P Van	poor	48464		Bad transmission
13-0228	1994	Ford	Truck	Fair	78556		Pickup Truck/ Rover
13-0123	2000	Chevy Van	Van	Good	72619		Transport Van
13-0082	2005	Chevy	Truck	Excellent	28,129		Snow Plow Truck
13-0676	2006	Ford	Crown Victory	Fair	139020		Rover/ body damage
13-0926M	2006	Chevy	Truck	Good	35510		Pool vehicle

Joint Committee on Corrections

Data as of 12-31-2013

Information for Legislative Institutional Visits

Facility Name: Boonville Correctional Center				
Custody Level	1 (BCC) Low (BTC)		Warden	Jeff Norman
Total Acreage	547		Address	1216 East Morgan
Acreage w/in Perimeter	55			Boonville, MO 65233
Square Footage	325,719		Telephone:	660-882-6521
Year Opened	1983		Fax:	660-882-7825
Operational Capacity/Count (as of November 30, 2012)	1346 Capacity 1280 Count			
General Population Beds (capacity and count as of November 30, 2012)	1154 Capacity 1038 Count		Deputy Warden/ Offender Management	Rebecca Ehlers
Segregation Beds (capacity and count as of November 30, 2012)	98 Capacity 89 Count		Deputy Warden/ Operations	Eileen Ramey
Treatment Beds (capacity and count as of November 30, 2012)	102 (SIP*) Capacity 91 (SIP*) Count 30 (TVP**) Capacity 02 (TVP**) Count 60 (BTC***) Capacity 60 (BTC***) Count		Asst. Warden	Justin Page
Work Cadre Beds (capacity and count as of November 30, 2012)	78 Capacity		Asst. Warden	
Diagnostic Beds (capacity and count as of November 30, 2012)			Major	Jerry Garnett
Protective Custody Beds (capacity and count as of November 30, 2012)				

*** Please note as of January 1, 2014, the DW/O and the DW/OM will be switching positions.**

***Shock Incarceration Program**

****Technical Violator Program**

*****Boonville Treatment Center**

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution? **Good**
- b. What capital improvement projects do you foresee at this facility over the next six years?
Food Service renovation, smoke stack demolition, HU-5 roof, street overlay
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
Very important

2. Staffing:

- a. Do you have any critical staff shortages? **Corrections Officer I and Cook position are critical staff shortages.**
- b. What is your average vacancy rate for all staff and for custody staff only?
Custody = Average of 6 vacancies per month
Non-custody = Average of 3 vacancies per month
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
Somewhat. We are always mindful that due to training, holidays, deer season, etc. our shifts may run short. Shift commanders use their best judgment when working additional staff on overtime.
- d. What is the process for assigning overtime to staff? **There are two overtime lists currently utilized; the first is a volunteer list. Officers can volunteer for overtime prior to being mandated. This list is the first to be utilized. The second list is a mandatory overtime list this list is used as a last resort. If no custody staff members volunteer for overtime, the mandatory list is used. Similar overtime list also used for food services.**
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? **BCC/BTC= 69% paid and 31% used.**
- f. Is staff able to utilize accrued comp-time when they choose? **Due to current staffing patterns, custody staff and food service staff members very rarely have the opportunity to utilize accrued compensatory time when they choose.**

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school? **Approximately 323 offenders are enrolled in the GED education program. That represents approximately 26% of our general population.**
- b. How many (and %) of inmate students earn their GED each year in this institution? **GED certificates are awarded to approximately 180 (12.28%) offenders per year. This includes numbers from BTC.**
- c. What are some of the problems faced by offenders who enroll in education programs? **The problems confronted by offenders are numerous and varied. The most common are:**
 - a) **A lack of motivation because the offenders have not succeeded in the public school system and don't expect that they can succeed in any school, including DOC schools;**
 - b) **General behavior problems due to disrespect of authority. The students are unwilling to take direction from faculty.**
 - c) **Cognitive problems due to substance abuse.**

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have? **Short-term 120 Court and 84-day parole offenders**
- b. How many beds are allocated to those programs? **60**
- c. How many offenders do those programs serve each year? **180**
- d. What percent of offenders successfully complete those programs? **86%**
- e. What, in you opinion, is the biggest challenge to running a treatment program in a prison setting? **Limited training and requirements for custody to work in a treatment setting.**

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution? **N/A**
- b. How many offenders (and %) participate in these programs each year?
- c. Do the programs lead to the award of a certificate?
- d. Do you offer any training related to computer skills?

6. **Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution? **N/A**
- b. How many (and %) of offenders work for MVE at this site?
- c. Who are the customers for those products?
- d. What skills are the offenders gaining to help them when released back to the community?

7. **Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care? **Yes.**
- b. How many offenders are seen in chronic care clinics? **532 at present.**
- c. What are some examples of common medical conditions seen in the medical unit? **High blood pressure, diabetes, HIV, Hepatitis, obesity, and cancer.**
- d. What are you doing to provide health education to offenders? **All of the offenders in the chronic care clinics receive education related to their problems, we have an annual health fair where we offer education on multiple topics, and if an offender has a request for a specific topic we attempt to obtain information for them.**
- e. Have you had any cases of active Tuberculosis in this facility in the past year? **No.** If so, how did you respond? **N/A**
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain. **Due to our physical facility and the access to the buildings and stairs, we are limited on what offenders can be housed at this site.**

8. **Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services? **Offenders fill out a Medical Services Request and mark the Mental Health box.**
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? **There were no successful suicides in the past year. Suicide prevention is addressed through staff training to recognize signs and symptoms as well as how to respond when notified of suicidal ideations. Offenders who have identified themselves as having suicidal ideations receive regular follow ups to ensure their continued safety.**
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? **There are no offenders (0%) on psychotropic medications at this facility.**
- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? **There are no chronically mentally ill offenders at this institution. If an offender is identified as needing psychotropic medications they are moved to a different institution that can meet their needs. All offenders at this institution may access regular counseling services if desired.**

9. What is your greatest challenge in managing this institution? **Our facility is an old institution and the staffing for our custody ranks of Corrections Officer I and Corrections Officer II is shallow. Buildings and infrastructure are aged and require upkeep by both funds and manpower.**

10. What is your greatest asset to assist you in managing this institution? **This facility is staffed with numerous veteran staff. The section heads are experienced and have a wealth of knowledge.**

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?) **BCC currently has a fleet of older vehicles with high mileage. Our garage supervisor works diligently to keep each vehicle on the road. Fleet ranges from 1985-2008, with the bus needing continued repair.**

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **Custody staff morale is medium+. Custody supervisors have been redirected to focus on the reduction of mandatory overtime, officer retention, staff recognition, and institutional pride.**
13. **Caseworkers:**
- A. How many caseworkers are assigned to this institution? **BCC = 18 BTC = 1 CCA's = 2**
 - B. Do you currently have any caseworker vacancies? **0**
 - C. Do the caseworkers accumulate comp-time? **They flex time gained from evening program hours.**
 - D. Do the caseworkers at this institution work alternative schedules? **No.**
 - E. How do inmates gain access to meet with caseworkers? **Open door.**
 - F. Average caseload size per caseworker? **80**
 - # of disciplinary hearings per month? **437**
 - # of IRR's and grievances per month? **IRR = 67.4 Grievances = 20.2**
 - # of transfers written per month? **82**
 - # of re-classification analysis (RCA's) per month? **258**
 - G. Are there any services that you believe caseworkers should be providing, but are not providing? **No. We provide all the CORE programs at this time.**
 - H. If so, what are the barriers that prevent caseworkers from delivering these services? **N/A**
 - I. What type of inmate programs/classes are the caseworkers at this institution involved in? **Pathways to Change, Inside Out Dads, ICVC, Anger Management**
 - J. What other duties are assigned to caseworkers at this institution? **Grievance Officer, RJ/ICVC Coordinator, assist with laundry coverage, assist with library coverage.**
14. **Institutional Probation and Parole officers:**
- A. How many parole officers are assigned to this institution? **10**
 - B. Do you currently have any staff shortages? **No.**
 - C. Do the parole officers accumulate comp-time? **Generally not.**
 - D. Do the parole officers at this institution flex their time, work alternative schedules? **Yes.**
 - E. How do inmates gain access to meet with parole officers? **Walk-in hours and via note to Parole Officer.**
 - F. Average caseload size per parole officer? **150**
 - # of pre-parole hearing reports per month? **65**
 - # of community placement reports per month? **20**
 - # of investigation requests per month? **95**
 - G. Are there any services that you believe parole officers should be providing, but are not providing? **No.**
 - H. If so, what are the barriers that prevent officers from delivering these services? **N/A**
 - I. What type of inmate programs/classes are the parole officers at this institution involved in? **Shock Incarceration, Institutional Treatment, Pathways to Change.**
15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. **BCC staff take great pride in providing public safety to the community. All state employees feel at this time pay raises are scarce and staff are continually asked to do more with less.**

16. Does your institution have saturation housing? If so, how many beds? **No**

17. Radio/Battery Needs:

- a. What is the number of radios in working condition? **249**
- b. Do you have an adequate supply of batteries with a good life expectancy? **Yes.**
- c. Are the conditioners/rechargers in good working order? **Yes.**

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Chillicothe Correctional Center				
Custody Level	Minimum/Maximum		Warden	Steve Larkins
Total Acreage	140		Address	3151 Litton Road
Acreage w/in Perimeter	60			Chillicothe, MO 64601
Square Footage	450,000		Telephone:	660-646-4032
Year Opened	2008		Fax:	660-646-1217
Operational Capacity/Count (as of December 20, 2013)	*1277 Capacity 1192 Count			
General Population Beds (capacity and count as of December 20, 2013)	1021 Capacity 958 Count		Deputy Warden	Steve Moore Deputy Warden of Offender Management
Segregation Beds (capacity and count as of December 20, 2013)	*76 Capacity 58 Count		Deputy Warden	Darin Morgan Deputy Warden of Operations
Treatment Beds (capacity and count as of December 20, 2013)	256 Capacity 240 Count		Asst. Warden	David Barnett Assistant Warden
Work Cadre Beds (capacity and count as of December 20, 2013)	0/0 (Included in General Population Beds)		Asst. Warden	
Diagnostic Beds (capacity and count as of December 20, 2013)	200 Capacity 0 Count		Major	Courtney Schweder
Protective Custody Beds (capacity and count as of December 20, 2013)	0/0 (Included in Segregation Beds)			
*76 Ad Seg beds not currently in our operational capacity count				

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
The overall condition of the facility is good.
- b. What capital improvement projects do you foresee at this facility over the next six years?
Convert perimeter and wall pack lighting over to LED lighting to conserve energy and reduce our environmental footprint. Concrete repair to the rear sally port and rear access road. Replacement of food service tile floor to an epoxy flooring. Install a waterless fire system in the main data security room. Re-coat the inside of the water tower. Add a blending system to our domestic hot water loop. Look at upgrading the camera system within the facility. Replace and upgrade the fire system computer.
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
The two critical projects that we foresee would be the waterless fire protection system for the main data security room and the interior coating of the water tower. The main data security room currently has a water system in place at this time. If this system is discharged it could destroy all of our critical electronic security and data system components for the entire facility. If the water tower is not re-coated, it will impact the health and safety of our occupants and the integrity of the water sphere itself.

2. Staffing:

- a. Do you have any critical staff shortages?
No
- b. What is your average vacancy rate for all staff and for custody staff only?
 - **Average vacancy rate for all staff (December 1, 2012 through November 30, 2013):**
 Average total vacancies per month = 5.92
 Average number of positions vacated per month = 3.17
 - **Average vacancy rate for custody staff (December 1, 2012 through November 30, 2013):**
 Average total vacancies per month = 2.92
 Average number of positions vacated per month = 2.25
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
There is no significant impact on management of the facility.
- d. What is the process for assigning overtime to staff?
Volunteers are solicited to cover overtime needs. If no volunteers are found, staff are mandated to cover necessary overtime.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
 - **Percentage of comp time taken off – 54%**
 - **Percentage of comp time paid off – 46%**
- f. Is staff able to utilize accrued comp-time when they choose?
Every effort is made to allow staff to take compensatory time.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?

Gross E2-E5	Available & Eligible E2-E5	Enrollment in School	Seats Available	Enrollment as % of Available & Eligible	Enrollment as % of Seats Available
346	321	236	270	84.00%	87.00%

- b. How many (and %) of inmate students earn their GED each year in this institution?

Fiscal Year	Passed GED	Attempted GED	CCC Pass Rate
2009	69	86	80.00%
2010	104	124	84.00%
2011	98	116	85.00%
2012	87	97	90.00%
2013	68	70	97.00%
TOTAL	426	493	86.00%

- c. What are some of the problems faced by offenders who enroll in education programs?

A significant part of the offender student population do not see the importance of getting an education and many have a history of educational failure. Therefore, they may not participate in classes with much enthusiasm or internal motivation.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?
Gateway Foundation offers substance abuse treatment. They provide a wide variety of educational material based on cognitive restructure and behavior modification.

- b. How many beds are allocated to those programs?
256

- c. How many offenders do those programs serve each year?
3200

- d. What percent of offenders successfully complete those programs?
95%

- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?

The women's population brings a separate set of concerns that the male offender population does not. Research indicates the need for gender responsive programming, which requires needs be met that are not addressed in traditional treatment programs. Some additional areas that must be addressed include poor health, risk of sexually transmitted diseases, psychological problems, a history of victimization/trauma, family responsibility, and lack of employment skills. There is the additional concern of the balance of security with the need to provide treatment. Correctional staff is trained primarily to ensure safety and security within our facilities, while treatment staff views incarceration as a time for rehabilitation. Continuous training and redirection is needed to balance these two philosophies. One final challenge in running a treatment program in a prison setting is finding adequately qualified staff in a rural location. This requires frequent advertising to discover potential employees.

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?

We currently have six vocational programs offered at CCC. They include Basic Electricity and Electronics, Business and Customer Service, Computer Repair and Refurbishing, Cosmetology, Culinary Arts, and Professional Gardening and Landscaping. There is currently a move to change the Computer Repairs class to a Web Design class. This change should occur sometime after the beginning of 2014.

- b. How many offenders (and %) participate in these programs each year?

During FY13 CTE saw a total of approximately 331 students enrolled (unduplicated count) in classes with 76% completion rate. For FY13 CTE currently is showing 169 students enrolled (unduplicated count) with a completion rate of 74%. CTE's count has been lowered this year due to two classes ending and a third class on hiatus.

- c. Do the programs lead to the award of a certificate?

Each graduate from the programs receives a Department of Labor Certification which responds to the particular area of study. For example an individual who graduates from Computer Repairs and Refurbishing receives a DOL certificate for a Computer Operator. In addition, a certificate/letter from the Department of Offender Rehabilitation is also earned for all graduates. Lastly, in three of our current classes we have three Professional Certificates or licenses earned. In Cosmetology graduates can earn a license to practice Cosmetology in the State of Missouri if they pass a practical

and a theorem exam. In Culinary Arts a professional ServSafe certificate can be earned through an exam proctored by our own staff member. In Business and Customer Service students can earn at least one Microsoft Office certification through testing. These certificates can be in any area of Microsoft Office and are recognized world wide.

- d. Do you offer any training related to computer skills?
CTE does offer training related to computer skills. The classes which are based upon computer skill's references are Computer Repairs and Refurbishing, Business and Customer Service, and will also include the Web Design class which will utilize Adobe's Creative Suite software. This software is cutting edge software within the Graphic Design profession. All CTE classes have elements of computer usage throughout.

6. **Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution?
Men's boxers, women's briefs, washcloths, towels and sheets.
- b. How many (and %) of offenders work for MVE at this site?
30 offenders (2.5%)
- c. Who are the customers for those products?
DAI is the primary customer; they issue these items to the offenders, and items are available for offenders to purchase through the offender canteen if they wish to have additional items.
- d. What skills are the offenders gaining to help them when released back to the community?
Offenders learn how to sew, work well with others and work as part of a team to accomplish quality products. Some offenders will also learn leadership, clerical and mechanical skills. Additionally, all offenders have the opportunity to learn some basic fork lifting skills and enroll in Public Broadcast System (PBS) classes "Work Place Essential Skills" and "Computer Literacy" and "Mavis Beacon Teaches Typing."

7. **Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care?
Yes
- b. How many offenders are seen in chronic care clinics?
764
- c. What are some examples of common medical conditions seen in the medical unit?
Diabetes, Hypertension, Asthma, COPD, Seizures, Hepatitis C, Cardiovascular Disease, Cancer, Arthritis, Chronic Pain, Dental
- d. What are you doing to provide health education to offenders?
Annual Health Fair, written and verbal education provided at sick call and during chronic care clinics, information posted on housing unit bulletin boards and medical waiting room, information broadcast on offender TV channel periodically.
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?
No.
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain
Yes, as aging occurs health naturally declines, especially for those with chronic conditions. Also, many of the population for which we provide healthcare have led unhealthy lifestyles prior to incarceration which can lead to poorer health later in life.

8. **Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services?

Most of the mental health services can be categorized into six main groups. They are Chronic Care, Individual Encounters, Groups, Administrative Segregation, Crisis intervention and Suicide intervention. As Chronic Care and Suicide intervention will be discussed in greater detail later in this document, these two items will be excluded in the response to this current question.

Offenders may request an Individual Encounter with Mental Health by submitting a Medical Services Request (MSR). After Mental Health receives an MSR from an offender, a response letter is generated to notify the offender that Mental Health has received their request. The appropriate mental health staff member will then schedule an appointment with the offender to address their concern. Staff referrals are an additional source that generates Individual Encounters. Staff referrals are handled in a manner similar to that of MSR.

Groups are advertised with sign-up sheets that are placed on bulletin boards within the General Population housing units. Offenders are able to request participation in mental health groups by signing their names on the sign-up sheets. The Mental Health department will also accept requests for groups by way of MSR submitted by the offender. The group facilitator will make use of the sign-up sheets, MSR, and staff referrals in order to fill the offered group.

A Qualified Mental Health Provider (QMHP) will attempt to make weekly contact with all offenders who are housed in the Administrative Segregation Unit. Currently mental health staff are working with Administrative Segregation staff to establish a transition process to help offenders who have difficulty adjusting to general population after being released from Administrative Segregation.

The Mental Health department will accept requests from any Department of Corrections staff member for crisis intervention. After receiving a request for crisis intervention a Qualified Mental Health Provider will meet with the offender as soon as possible.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

There have been no successful suicides at Chillicothe Correctional Center in 2013. Offenders on suicide watch are monitored by custody staff at fifteen-minute intervals, as well as by cameras located in these cells.

A Crisis Treatment Plan is generated by mental health staff that details the goals and objectives that a client must meet to demonstrate improved stability and suitability for release from suicide watch. Mental health staff meet with these offenders on a daily basis to monitor for improved stability. Most offenders are released in under seventy-two hours; however, they may remain on this status for additional time if needed. Only the Institutional Chief of Mental Health Services, Staff Psychologist, or a Qualified Mental Health Professional who is operating as Acting ICMHS are authorized to remove an offender from suicide watch status.

All DOC staff members are trained to recognize verbal and behavioral cues that indicate potential suicide. This instruction is provided to the staff during initial

training with DOC and every other year thereafter. Currently, the Institutional Chief of Mental Health Services is providing the biennial training for staff at the Chillicothe Correctional Center.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

As of November 1, 2013 there were 379 offenders receiving psychotropic medications which was approximately 31.56% of Chillicothe's offender population at that time.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

As of November 1, 2013 there were 398 offenders who are considered to have a moderate level of mental health treatment needs and 5 who are considered to have serious functional impairment due to a Mental Disorder. Of the total 403 offenders, there are 2 who currently have an involuntary medication order in place. All 403 offenders meet with a qualified mental health professional at minimum once every month. Additional therapy sessions are scheduled in response to MSRs submitted by offenders and staff referrals.

Those who are receiving psychotropic medication meet with a psychiatrist at minimum every ninety days. Some psychiatric appointments are provided more frequently depending on the individual needs of the offender. In addition, those who are taking medications meet with a psychiatric nurse on a regular basis to monitor any effects that the medications could have on the offender. Those who receive involuntary medication meet with a psychiatrist every fourteen days.

Offenders who are dealing with chronic or serious mental illness are given priority for participation in mental health groups.

9. What is your greatest challenge in managing this institution?

Continuing to provide an atmosphere for staff which fosters professionalism, motivation and excellence.

10. What is your greatest asset to assist you in managing this institution?

Quality staff.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

Vehicle License	Year	Make	Model	Designation	Mileage	Condition
13-0006M	2009	Ford	Crown Victoria	Perimeter Vehicle	69,742	Fair
13-0520M	2009	Ford	Crown Victoria	Perimeter Vehicle	71,736	Fair
13-0964M	2009	Ford	Crown Victoria	Offender Transportation	94,219	Good
13-0965M	2009	Ford	Crown Victoria	Offender Transportation	77,111	Good
13-0966M	2009	Ford	Crown Victoria	Offender Transportation	65,603	Good
13-0967M	2009	Ford	Crown Victoria	Offender Transportation	60,774	Good
13-0968M	2009	Ford	Crown Victoria	Offender Transportation	69,504	Good
32-0282M	2008	Chevrolet	Uplander Mini Van	Offender Transportation	106,498	Good
32-0285M	2008	Chevrolet	Uplander Mini Van	Offender Transportation	85,610	Good
13-0138M	2009	Ford	Van/15 Passenger	Offender Transportation	48,260	Good
13-0969M	2009	Ford	Van/15 Passenger	Offender Transportation	57,317	Good
13-0970M	2009	Ford	Van/15 Passenger	Offender Transportation	64,394	Good
13-0971M	2009	Ford	Van/15 Passenger	Offender Transportation	46,757	Good
13-0972M	2009	Ford	Van/15 Passenger	Offender Transportation	46,539	Good

13-0973M	2009	Ford	Van/15 Passenger	Handicap Offender Transportation	31,925	Good
13-0174M	2009	Ford	Van/12 Passenger	Offender Transportation	39,429	Good
13-0363M	2009	Ford	Van/12 Passenger	Offender Transportation	43,208	Good
13-0419M	2009	Ford	Van/12 Passenger	Offender Transportation	35,673	Good
13-0139M	2009	Chevrolet	Impala	Pool Vehicle/On Loan to CRCC	66,615	Good
13-0297M	2009	Chevrolet	Impala	Pool Vehicle	77,411	Good
13-0974M	2009	Chevrolet	Equinox	Pool Vehicle	55,250	Excellent
13-0976M	2009	Chevrolet	Impala	Pool Vehicle	63,039	Good
13-0977M	2009	Chevrolet	Impala	Pool Vehicle/On Loan to CRCC	69,988	Good
13-0978M	2009	Chevrolet	Impala	Pool Vehicle	67,063	Good
13-0975M	2009	Ford	F-250	Maintenance	12,144	Excellent
13-0979M	2009	Chevrolet	1 Ton Truck Silverado 4x4	Maintenance	2,738	Excellent
13-0980M	2010	Ford	F-350/Box Truck	Maintenance/Custody	6,032	Excellent

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**
Morale level is medium with Custody Staff. Lack of significant pay raises is a recurring theme amongst Custody Staff but satisfaction with the working environment at CCC seems to be stable.

13. **Caseworkers:**

- A. How many caseworkers are assigned to this institution?
21 Corrections Case Managers and 3 Corrections Classification Assistants
- B. Do you currently have any caseworker vacancies?
No
- C. Do the caseworkers accumulate comp-time?
No
- D. Do the caseworkers at this institution work alternative schedules?
Yes
- E. How do inmates gain access to meet with caseworkers?
Caseworkers have open door hours from 8:30 a.m. to 4:30 p.m. Monday through Friday. Caseworker staff are available in units in the afternoon until 4:30 p.m.
- F. Average caseload size per caseworker?
Currently, the average caseload is 57 offenders per caseworker.
 - # of disciplinary hearings per month?
357 per month
 - # of IRR's and grievances per month?
62 IRR's per month and 15 grievances per month
 - # of transfers written per month?
17 transfers per month out of the institution
 - # of re-classification analysis (RCA's) per month?
147 RCA's per month
- G. Are there any services that you believe caseworkers should be providing, but are not providing?
No
- H. If so, what are the barriers that prevent caseworkers from delivering these services?
N/A
- I. What type of inmate programs/classes are the caseworkers at this institution involved in?
 - **Pathway to Change**
 - **Anger Management**
 - **Impact of Crime on Victims (ICVC)**
 - **Catholic Charities**

- **Green Hills Empowerment**
- **Pre-Release Program**
- **Resource Library**

J. What other duties are assigned to caseworkers at this institution?

Caseworkers are often called upon to provide assistance to other areas. They act as visiting Room Liaison, assist with the Puppies for Parole Program, assist with Video Court, conduct DFS and Social Security interviews, assist with legal calls, treatment activities, contact outside agencies to assist with housing and medication issues, and conduct video conferences for re-entry purposes.

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution?

Currently there is one District Administrator and six allotted Institutional Parole Officers; we are currently fully staffed.

B. Do you currently have any staff shortages?

Not at this time.

C. Do the parole officers accumulate comp-time?

Only if required to attend training or some type of program away from the institution. This is very rare. In the event comp time is accumulated, we work very diligently to flex the time off the week it is earned.

D. Do the parole officers at this institution flex their time, work alternative schedules?

The only event of flex time is when comp time is earned, as indicated above. At this time, all staff work five, eight-hour days currently.

E. How do inmates gain access to meet with parole officers?

Offenders gain access to the parole officers by requesting it in writing or attending open door sessions three hours per week, per housing unit (potentially 256 offenders).

F. Average caseload size per parole officer?

For four of the officers, the caseload ranges from 100-150, but for two officers assigned to a housing unit by themselves, their caseload would be the entire housing unit (potentially 256 offenders).

- # of pre-parole hearing reports per month?

60

- # of community placement reports per month?

25

- # of investigation requests per month?

90

G. Are there any services that you believe parole officers should be providing, but are not providing?

No

H. If so, what are the barriers that prevent officers from delivering these services?

N/A

I. What type of inmate programs/classes are the parole officers at this institution involved in?

The parole officers are involved in a monthly pre-release group. Specifics of the requirements of supervision on probation, parole or conditional release are discussed in detail. When allowed, the parole officers also assist in the orientation classes for new general population and treatment offenders to CCC. During these orientations, the offenders are advised on general probation and parole questions, including but not limited to information regarding scheduling of parole hearings, meetings with the institutional

parole officers, jail time credit on their sentences, and the role of the Parole Board in the decision making process.

14. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

None

15. Does your institution have saturation housing? If so, how many beds?

No

17. **Radio/Battery Needs:**

a. What is the number of radios in working condition?

496

b. Do you have an adequate supply of batteries with a good life expectancy?

Yes

c. Are the conditioners/rechargers in good working order?

Yes

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Cremer Therapeutic Community Center			
Custody Level	Low	Warden	Cindy Steuber
Total Acreage	8	Address	689 Highway O
Acreage w/in Perimeter	1		Fulton, MO 65251
Square Footage	Institution 42,256 Laboratory 2,200	Telephone:	573-592-4013
Year Opened	1994	Fax:	573-592-4019
Operational Capacity/Count (as of December 20, 2013)	180/177		
General Population Beds (capacity and count as of December 20, 2013)	N/A	Deputy Warden	N/A
Segregation Beds (capacity and count as of December 20, 2013)	4 / 1	Deputy Warden	N/A
Treatment Beds (capacity and count as of December 20, 2013)	180/177	Asst. Warden	Kim Crouch
Work Cadre Beds (capacity and count as of December 20, 2013)	N/A	Substance Abuse Unit Supervisor	Doug Coon
Diagnostic Beds (capacity and count as of December 20, 2013)	N/A	Chief of Custody	Captain Dave Topash
Protective Custody Beds (capacity and count as of December 20, 2013)	N/A		

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution? **Fair to good.**
- b. What capital improvement projects do you foresee at this facility over the next six years? **Heating & cooling system needs updated, some Interior walls need repaired.**
- c. How critical do you believe those projects are to the long-term sustainability of this facility? **In order to keep the facility safe, sanitary, and physically sound, these upgrades are very important.**

2. Staffing:

- a. Do you have any critical staff shortages? **We are down one Substance Abuse Counselor III and one substance Abuse Counselor II.**
- b. What is your average vacancy rate for all staff and for custody staff only? **All staff-2% Custody - 3%**
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution? **When we are fully staffed, there are no issues.**

- d. What is the process for assigning overtime to staff? The shift supervisor selects volunteers from the “volunteer list” which officers sign to work the overtime. If there are no volunteers on the list, the shift supervisor asks each officer, in order of seniority, if they wish to work the overtime. If still no volunteers are found, then the mandatory list is utilized. The list contains all officers on the shift. The officer listed on the top of the list, if on duty, is required to stay and work the overtime. If the person on the top of the list is not on duty, then the second person is utilized, and so on. Once an officer has worked the overtime (minimum of 1 hour), they are moved to the bottom of the list and everyone else is moved up.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? 70% time off – 30% is paid
- f. Is staff able to utilize accrued comp-time when they choose? Yes, as long as scheduling allows.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school? 84 47%
- b. How many (and %) of inmate students earn their GED each year in this institution? In FY13 99 offenders at CTCC took the GED test, 86 of them passed (87%)
- c. What are some of the problems faced by offenders who enroll in education programs? Mainly, a need for more one on one attention than what can be provided. Some have special needs; however, every attempt is made by staff to accommodate those needs.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have? We serve as a short term treatment program, 3 months in length.
- b. How many beds are allocated to those programs? 180
- c. How many offenders do those programs serve each year? 748
- d. What percent of offenders successfully complete those programs? For FY13 90%
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting? Difficulty providing adequate training to treatment staff relative to their profession.

5. Vocational Programs: N/A

- a. What types of vocational education programs are offered at this institution?
- b. How many offenders (and %) participate in these programs each year?
- c. Do the programs lead to the award of a certificate?
- d. Do you offer any training related to computer skills?

6. Missouri Vocational Enterprises: N/A

- a. What products are manufactured at this institution?
- b. How many (and %) of offenders work for MVE at this site?
- c. Who are the customers for those products?
- d. What skills are the offenders gaining to help them when released back to the community?

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care? Yes, CTCC was accredited by NCCHC in 2005. CTCC was re accredited in 2008 and again in 2011.

- b. How many offenders are seen in chronic care clinics? 333 offenders were seen by physician and 23 were seen by a nurse for chronic care visits in 2013. Many are seen in addition to their scheduled chronic care visit for follow up appointments specific to their need.
- c. What are some examples of common medical conditions seen in the medical unit? Hypertension, rashes, chronic pain, back pain/problems, headaches, allergy problems, constipation, and athlete's foot/jock itch, tooth pain and boils.
- d. What are you doing to provide health education to offenders?
Orientation and access to care is provided upon arrival to CTCC. During each offenders first full week at CTCC, they attend a health fair for one hour where informational handouts are offered and the following topics are discussed: Access to medical care at CTCC, sexually transmitted diseases, HIV and AIDS, hazards of smoking, facts and benefits of smoking cessation, athletes foot, dental care and hygiene, TB and MRSA. Opportunity for questions and discussion is given and offenders are encouraged to come to medical for personal questions and concerns. Education continues to be provided at clinical encounters. Offenders receive verbal instruction during nurse and physician sick call; handouts are readily available with specific education through nurse sick call. In addition, education specific to chronic diseases is given through chronic care clinics. Pre- and Post-test counseling is also given to offenders receiving HIV (exit, mandatory or voluntary) lab tests.
- e. Have you had any cases of active Tuberculosis in this facility in the past year? No. If so, how did you respond? N/A
- f. Is the aging of the population effecting health care in prisons as it is effecting health care everywhere else? Yes. We are seeing an older population offenders. It is making an impact on our healthcare system by requiring more nursing and doctor visits, more involved and intensive care and more medication. It also affects our out counts to specialists. We are finding our population in general has more health concerns.
- 8. Mental Health Services:**
- a. How do offenders go about obtaining mental health treatment services? By making a request on an MSR (Medical Service Request) form. Staff can also refer offenders to mental health services based on their observations.
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? No successful suicides or suicide attempts. Prevention includes educating staff through training and written material as well as educating offenders about suicide warning signs while in Orientation class during their first week.
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? None (0%).
- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? In order to qualify to be assigned to CTCC, offenders must be a Mental Health Score of 1 or 2, meaning none of them are chronically or seriously mental ill.
9. What is your greatest challenge in managing this institution? As an institutional treatment center it is imperative that staff receive current training in the area of substance abuse. Budgetary constraints have prevented us from assisting staff with necessary training required by these specialized positions.
10. What is your greatest asset to assist you in managing this institution? Having an administrative team of staff who are dedicated to the mission of our facility.
11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

We have:

1994 Dodge 15 passenger van with 91,412 miles.

2003 Ford 15 passenger van with 158,058 miles.

2000 Chevy Impala car with 112,667 miles (our only pool vehicle)

2001 Ford Crown Vic with 133,882 miles.

2002 Ford Crown Vic with 117,274 miles.

The 1994 Dodge Van has a lot of rust patches on it.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)** Above average. Time off is fairly easy to come by and overtime is low.

13. Caseworkers:

- A. How many caseworkers are assigned to this institution? 1
- B. Do you currently have any caseworker vacancies? No
- C. Do the caseworkers accumulate comp-time? Very rarely, if ever. The workload of the position itself normally does not require the person to work outside of core work hours.
- D. Do the caseworkers at this institution work alternative schedules? No
- E. How do inmates gain access to meet with caseworkers? Utilizing the "open door" schedule, or by writing a note with their request.
- F. Average caseload size per caseworker? 180
 - # of disciplinary hearings per month? 34
 - # of IRR's and grievances per month? IRR's .67 (8 total for FY13) / Grievances .25 (3 total for FY13)
 - # of transfers written per month? 0 (transfers at this facility are not handled by the CCW)
 - # of re-classification analysis (RCA's) per month? 0 (Offenders in an ITC do not receive ICA/RCA's)
- G. Are there any services that you believe caseworkers should be providing, but are not providing? No.
- H. If so, what are the barriers that prevent caseworkers from delivering these services? N/A
- I. What type of inmate programs/classes are the caseworkers at this institution involved in? Impact of Crime on Victims classes (the full curriculum is not utilized, but individual lessons are presented by the CCW and/or IAC), Re-entry class on interviewing techniques and resume writing/job applications.
- J. What other duties are assigned to caseworkers at this institution? Grievances, guilty plea/legal forms, indigence, account balance transfers, unofficial letters of incarceration, notary visiting liaison, disciplinary hearings, intake processing, restorative justice activities. Due to this facility housing short term ITC offenders and utilizing Substance Abuse Counselors as case managers, the caseworker here does not complete TAP's or RCA's.

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution? 3
- B. Do you currently have any staff shortages? No
- C. Do the parole officers accumulate comp-time? No, if comp time is earned, they must flex it within the week it is earned.
- D. Do the parole officers at this institution flex their time, work alternative schedules? Yes/Yes

- E. How do inmates gain access to meet with parole officers? The parole officer calls them out for an interview at the time their court report is being written. If an offender has a question they can write it down or send a note to the parole officer asking to be seen. The parole officers provide 1 hour during Orientation when offenders can ask questions, and are on the wings one hour a week providing a reentry class during which questions can be asked.
- F. Average caseload size per parole officer? 60 offenders
- # of pre-parole hearing reports per month? None, however, based on our population CTCC utilizes court reports.
 - # of community placement reports per month? N/A
 - # of investigation requests per month? 20 per month FY13
- G. Are there any services that you believe parole officers should be providing, but are not providing? No. The officers provide reentry classes and orientation classes on a weekly basis. In order to ensure proper maintenance of their caseloads, including contacts with courts, Parole Board and offender family members, their time is limited.
- H. If so, what are the barriers that prevent officers from delivering these services? N/A
- I. What type of inmate programs/classes are the parole officers at this institution involved in? One hour during new offender Orientation per week, and one hour of reentry class per week, that provides an in depth explanation of each probation/parole stipulation. IPO's screen CTCC offenders for the Families and Offenders Reunited (FOR) program that is available in St. Louis.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. Nothing at this time.

16. Does your institution have saturation housing? If so, how many beds? No

17. Radio/Battery Needs:

- a. What is the number of radios in working condition? 45
- b. Do you have an adequate supply of batteries with a good life expectancy? Yes
- c. Are the conditioners/rechargers in good working order? Yes

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Crossroads Correctional Center				
Custody Level	C-2 (Medium)/ C-5 (Maximum)		Warden	Larry Denney
Total Acreage	48 acres		Address	1115 E. Pence Rd.
Acreage w/in Perimeter	40 acres			Cameron, MO. 64429
Square Footage	580,800 sq. ft.		Telephone:	(816) 632-2727
Year Opened	1997		Fax:	(816) 632-2754
Operational Capacity/Count (as of December 20, 2013)	Capacity- 1470 Count- 1463			
General Population Beds (capacity and count as of December 20, 2013)	Capacity- 1125 Count- 1119		Deputy Warden	Chris McBee
Segregation Beds (capacity and count as of December 20, 2013)	Capacity- 273 Count-253		Deputy Warden	Terry Page
Treatment Beds (capacity and count as of December 20, 2013)	N/A		Asst. Warden	Currently Vacant– Effective 1/6/14 -Todd Warren
Work Cadre Beds (capacity and count as of December 20, 2013)	N/A		Asst. Warden	N/A
Diagnostic Beds (capacity and count as of December 20, 2013)	N/A		Major	Lauretta Aitkens
Protective Custody Beds (capacity and count as of December 20, 2013)	Capacity- 72 Count-72			

1. Capital Improvement Needs:

a. How would you rate the overall condition of the physical plant of the institution?

RESPONSE: The overall condition of the institution is still very good. There are some areas of concern needing replacement/repair/upgrade.

b. What capital improvement projects do you foresee at this facility over the next six years?

RESPONSE: The following capital improvement projects are needed at CRCC:

- **Lagoon needs dredged;**
- **Repair and upgrade is needed to current security camera system;**
- **Parking lot needs to be re-asphalted;**
- **Fire alarm system circuit boards need to be upgraded due to becoming obsolete;**
- **Security windows need replacement in various areas within the institution; and**
- **Outer doors through Central Services need replacement due to oxidation.**

c. How critical do you believe those projects are to the long-term sustainability of this facility?

RESPONSE: We believe these projects to be crucial to the security of the institution to provide a safe, healthy and secure environment.

2. **Staffing:**

a. Do you have any critical staff shortages?

RESPONSE: Not at present.

b. What is your average vacancy rate for all staff and for custody staff only?

RESPONSE: Our average daily vacancy rate for all staff is 5 positions - 1.2%; the average daily vacancy rate for custody staff is 4 positions – 1.4%.

c. Does staff accrual or usage of comp-time by staff effect your management of the institution?

RESPONSE: No, first and foremost, we ensure safety and security needs of the institution are met to ensure the maximum results in regards to public safety. We are always aware and attentive to staff scheduling and/or requests to utilize comp time in an effort to ensure comp time balances are maintained at minimum levels.

d. What is the process for assigning overtime to staff?

RESPONSE: In accordance with Departmental Policy and Standard Operating Procedures for D2-8.11 Work Schedules, a compensatory time notification system has been developed, utilizing a mandatory and voluntary overtime list. When there is a need to request staff to work additional hours to provide shift coverage, a request for volunteers is made first. If volunteers are not available, the mandatory list will be utilized to provide shift coverage in the order of seniority (beginning with the most recent hire).

e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?

RESPONSE: The approximate percentage of compensatory time utilized as time off by staff is 35%; time paid is 65%.

f. Is staff able to utilize accrued comp-time when they choose?

RESPONSE: We make every attempt to give staff time off when requested dependent upon our current vacancies; however, at times this is not possible, i.e. major holidays, deer season, etc.

3. **Education Services:**

a. How many (and %) of inmate students at this institution are currently enrolled in school?

RESPONSE: Crossroads Correctional Center has a volunteer-facilitated Academic Education Class, with 9 offenders (0.62%) currently enrolled.

b. How many (and %) of inmate students earn their GED each year in this institution?

RESPONSE: In 2013, a total of 58 offenders (0.82%) earned their GED.

c. What are some of the problems faced by offenders who enroll in education programs?

RESPONSE: Volunteers facilitating this program report it is a challenge dealing with the number of offenders presented with learning disabilities. Maintaining adequate volunteers with regular attendance to facilitate the class also presents a challenge.

4. **Substance Abuse Services:**

a. What substance abuse treatment or education programs does this institution have?

RESPONSE: This institution has offender-based NA and AA groups. Programs include Pathway to Change, Inside/Out Dads, Anger Management and Impact of Crime on Victims Class.

b. How many beds are allocated to those programs?

RESPONSE: Not applicable.

c. How many offenders do those programs serve each year?

RESPONSE: The following numbers were served from November 2012 to November 2013:

- **Pathway to Change- 218 offenders;**
- **Inside/Out Dads- 10 offenders;**

- **Anger Management- 97 offenders; and**
- **Impact of Crime on Victims- 109 offenders.**

d. What percent of offenders successfully complete those programs?

RESPONSE: The following percentage of offenders successfully completed these programs from November 2012 to November 2013:

- **Pathway to Change- 54%;**
- **Inside/Out Dads- 90%;**
- **Anger Management- 52 %; and**
- **Impact of Crime on Victims- 73%.**

e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?

RESPONSE: Not applicable.

5. Vocational Programs:

a. What types of vocational education programs are offered at this institution?

RESPONSE: Crossroads Correctional Center does not offer any type of vocational programs to the offender population.

b. How many offenders (and %) participate in these programs each year?

RESPONSE: Not applicable.

c. Do the programs lead to the award of a certificate?

RESPONSE: Not applicable.

d. Do you offer any training related to computer skills?

RESPONSE: Not applicable.

6. Missouri Vocational Enterprises:

a. What products are manufactured at this institution?

RESPONSE: The products manufactured at the MVE/CRCC Consumable Products Factory are toilet tissue (both 1 and 2-ply), plastic trash bags of assorted sizes in clear and black, pleated and fiberglass HVAC filters in standard sizes and special sizes upon request.

b. How many (and %) of offenders work for MVE at this site?

RESPONSE: CRCC MVE presently employs 45 offenders, which is 3.06% of the offender population.

c. Who are the customers for those products?

RESPONSE: Customers consist of the Missouri Department of Corrections and all other Missouri state agencies. We also sell our products to schools, churches and other not-for-profit organizations in Missouri, as well as any State of Missouri employee. Besides these Missouri customers, we also sell toilet tissue to the state prisons in Indiana and Iowa.

d. What skills are the offenders gaining to help them when released back to the community?

RESPONSE: The mission statement of Missouri Vocational Enterprises is “to provide employment for offenders that will encourage them to develop favorable attitudes and useful skills. Enhance public safety by maximizing education and job training of offenders for success, while incarcerated and upon release.” But more simply stated, MVE/CRCC Consumable Products Factory instills the responsibility to have offenders report to work, on time, on a daily basis. For some, this may be the first time in their lives when they have had to take on this responsibility. For others who have worked previously outside a prison setting, it reinforces this ethic. We teach or reinforce the skills to produce quality products at competitive costs which our end customers can be satisfied using. Staff try to lead by example and always attempt to demonstrate to offenders the standards for living which will make them more prepared to reenter society.

7. Medical Health Services:

a. Is the facility accredited by the National Commission on Correctional Health Care?

RESPONSE: Yes.

b. How many offenders are seen in chronic care clinics?

RESPONSE: There are currently 630 offenders enrolled in chronic care.

c. What are some examples of common medical conditions seen in the medical unit?

RESPONSE: Conditions such as, back pain and chronic medical conditions such as hypertension, asthma, diabetes, common colds, allergies, headaches, rashes, recreation-related injuries, requests for medication renewals

d. What are you doing to provide health education to offenders?

RESPONSE: Annual health fair, sick call education handouts, flyers posted in medical waiting area, education during chronic care visits, newly-implemented focused training/education for those patients found to be noncompliant with chronic illness treatments.

e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?

RESPONSE: No.

f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain.

RESPONSE: Yes, it is affecting health care in prisons. We are seeing more permanent patients in the infirmary, as well as more admissions to the infirmary. In general, more patients are requiring the use of wheelchairs, more medications being ordered and more medications needing to be “watch-take” status as the elderly are unable to maintain control of multiple medications and the dosages for such. There is an increased need for Enhanced Care Units for elderly offenders who may not need hospital/infirmary admission, but need assistance with activities of daily living.

8. Mental Health Services:

a. How do offenders go about obtaining mental health treatment services?

RESPONSE: Offenders may request an individual encounter with a qualified mental health professional by submitting a medical services request. Once a request is received, the offender is sent a reply that the request was received and scheduled for an appointment to address their concerns. Staff referrals also generate individual encounters and are handled in a similar fashion. Additionally, offenders transferred into the institution are seen and evaluated by a qualified mental health professional according to their determined mental health level and needs.

b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

RESPONSE: There was 1 successful suicide at CRCC in the last year. When an offender feels suicidal or makes a statement of harming himself, he is placed on suicide watch and is assessed daily by a qualified mental health professional. Additionally, all DOC staff members are trained in suicide prevention to recognize verbal and behavioral cues that indicate potential suicide. This training is provided to staff during initial training and annually thereafter.

c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

RESPONSE: There are 160 offenders receiving psychotropic medications, which is 10.91% of the offender population.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

RESPONSE: There are currently 181 offenders who are considered to have a moderate level of mental health needs and 14 offenders who are considered to have serious functional impairment due to a mental disorder. 160 offenders are on psychotropic medication, with 7 offenders currently having an involuntary medication order in place. Those offenders under an order of involuntary medication are seen every two weeks. All of these offenders meet with a qualified mental health professional at a minimum of once every month. Additional therapy sessions are scheduled in response to medical services requests submitted by offenders and staff referrals.

9. What is your greatest challenge in managing this institution?

RESPONSE: Managing available resources – Over recent years, the Department has experienced multiple reductions in both staffing and funding. These issues, in conjunction with the Department's historic high employee turnover rates and growing workloads, make it evermore difficult to fulfill the institution's mission.

10. What is your greatest asset to assist you in managing this institution?

RESPONSE: The staff at the institution and support structure provided by Central Office.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

RESPONSE: Fair condition; we have the following vehicles in our fleet with high mileage (13-939 – 186,706 miles; 13-0427M – 178,733 miles; and 13-0165M – 157,135 miles)

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. (Please have the Major answer)

RESPONSE: Over the past several years, staff have been requested and expected to do more with less during these tough economic times. Through the continued effort put forth by the administrative team and supervisory staff, I would consider custody staff morale at the medium-high level.

13. Caseworkers:

- A. How many caseworkers are assigned to this institution?

RESPONSE: CRCC has 16 case manager positions and 2 corrections classification assistants.

- B. Do you currently have any caseworker vacancies?

RESPONSE: We currently have 1 case manager vacancy.

- C. Do the caseworkers accumulate comp-time?

RESPONSE: No.

- D. Do the caseworkers at this institution work alternative schedules?

RESPONSE: As required.

- E. How do inmates gain access to meet with caseworkers?

RESPONSE: By completion of an offender request form from staff.

- F. Average caseload size per caseworker?

RESPONSE: 144 offenders.

- # of disciplinary hearings per month?

RESPONSE: 289 disciplinary hearings per month.

- # of IRR's and grievances per month?

RESPONSE: Approximately 134 IRR's/79 grievances per month.

- # of transfers written per month?

RESPONSE: 63 transfers per month.

- # of re-classification analysis (RCA's) per month?

RESPONSE: Approximately 170 RCA's per month.

G. Are there any services that you believe caseworkers should be providing, but are not providing?

RESPONSE: No.

H. If so, what are the barriers that prevent caseworkers from delivering these services?

RESPONSE: Not applicable.

I. What type of inmate programs/classes are the caseworkers at this institution involved in?

RESPONSE: Impact of Crime on Victims, Restorative Justice, Pathways to Change, Inside/Out Dads, Anger Management, New Leash on Life Dog Program.

J. What other duties are assigned to caseworkers at this institution?

RESPONSE: Family contact, process and track food visit applications, visiting applications, return family phone calls, complete PREA risk assessments, conduct protective custody hearings, conduct classification hearings, determine enemy situations, crisis counseling, monitor laundry, monitor cleanliness, processing of new offenders, visiting room liaison, general liaison, involvement in litigation, involvement in clothing and property, complete institutional transitional accountability plan, restorative justice projects, process and review Honor Dorm applications, interviewing using motivation interviewing techniques, conduct meetings, facilitate offender room moves, etc.

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution?

RESPONSE: 1.5

B. Do you currently have any staff shortages?

RESPONSE: Yes; we are currently sharing a full-time clerical with Western Missouri Correctional Center.

C. Do the parole officers accumulate comp-time?

RESPONSE: No.

D. Do the parole officers at this institution flex their time, work alternative schedules?

RESPONSE: As required.

E. How do inmates gain access to meet with parole officers?

RESPONSE: Offenders can request an appointment with the institutional parole officer in writing.

F. Average caseload size per parole officer?

RESPONSE: We currently have 1 institutional parole officer handling the entire caseload. There are 1470 offenders at CRCC. If any of the offenders have questions, whether they have not yet had a parole hearing, or are scheduled for Maximum, Conditional or Parole Release, they submit written correspondence to Mr. Bald. Mr. Bald then responds to them. In person, Mr. Bald actually sees anywhere from 60-80 offenders per month, whether it be to interview them for a Pre-Hearing Report, obtain a home plan, sign release paperwork, or counsel them.

- # of pre-parole hearing reports per month?

RESPONSE: 20

- # of community placement reports per month?

RESPONSE: 2.5

- # of investigation requests per month?

RESPONSE: 36.5

G. Are there any services that you believe parole officers should be providing, but are not providing?

RESPONSE: No.

H. If so, what are the barriers that prevent officers from delivering these services?

RESPONSE: Not applicable.

I. What type of inmate programs/classes are the parole officers at this institution involved in?

RESPONSE: Programs are generally handled by classification staff.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

RESPONSE: The Warden has no other issues to discuss or bring to the attention of members of the Joint Committee on Corrections.

16. Does your institution have saturation housing? If so, how many beds?

RESPONSE: No.

17. **Radio/Battery Needs:**

a. What is the number of radios in working condition?

RESPONSE: 227

b. Do you have an adequate supply of batteries with a good life expectancy?

RESPONSE: Yes.

c. Are the conditioners/rechargers in good working order?

RESPONSE: Yes.

Joint Committee on Corrections
Information for Legislative Institutional Visits

Facility Name: Eastern Reception, Diagnostic & Correctional Center			
Custody Level	5	Warden	Terry Russell
Total Acreage	213	Address	2727 Highway K
Acreage w/in Perimeter	76		Bonne Terre, MO 63628
Square Footage	693, 410	Telephone:	(573) 358-5516
Year Opened	2003	Fax:	(573) 358-0734
Operational Capacity/Count (as of December 20, 2013)	Capacity- 2717 Count - 2770		
General Population Beds (capacity and count as of December 20, 2013)	Capacity - 1618 Count - 1681	Deputy Warden	Joe Hoffmeister, DWO
Segregation Beds (capacity and count as of December 20, 2013)	Capacity - 528 Count - 363	Deputy Warden	Jason Lewis, DWOM
Treatment Beds (capacity and count as of December 20, 2013)	None	Asst. Warden	Stan Jackson, GP
Work Cadre Beds (capacity and count as of December 20, 2013)	Capacity - 92 Count - 89	Asst. Warden	Stan Payne, R&D
Diagnostic Beds (capacity and count as of December 20, 2013)	Capacity - 1007 Count - 1106	Major	David Vandergriff
Protective Custody Beds (capacity and count as of December 20, 2013)	Capacity - 72 Count - 67		

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
Fair to good
- b. What capital improvement projects do you foresee at this facility over the next six years?
Maintenance on the power plant electrical system, replace the building automation system (BAS), replacing of the condensate return tank in Cook/Chill and painting the water tower.
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
Maintenance on the power plant electrical system: This is the most critical of all the projects for the following reasons. If this system was to fail, the facility would be without electricity and water for extended periods of time.
BAS replacement: The loss of this system would mean no control of the heat exchangers, outside lighting and all HVAC function inside the facility. The computer that runs the system is Windows 2000 and Johnson Controls will no longer support the M5 system.
Cook/Chill condensate return tank replacement: This is not that important, but it needs to be done at some point in time.
Painting the water tower: We will be told by DNR when it is time for us to do this project.

2. Staffing:

- a. Do you have any critical staff shortages? **No**
- b. What is your average vacancy rate for all staff and for custody staff only?
All staff average vacancy rate is 6.6, custody average per month is 4.7 and non-custody average per month is 1.9.
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
The accrual and usage of comp-time is difficult to manage as an effective balance is tricky to achieve. Administrative pressure to alleviate overtime or use comp-time causes a shift/institution to staff at the minimum levels. When the number of staff on site is increased to achieve goals outlined by administration, comp-time is also increased by default.
- d. What is the process for assigning overtime to staff?
The assignment of overtime to staff is done on a voluntary and mandatory basis which is governed by Procedures/Post Orders. One determines the need for a staff member to accrue overtime based on the minimum staffing needs of the shift/institution. If the shift is below minimum staffing, staff would need to volunteer to fill vacancies until the minimum staffing is met/achieved. If there are no volunteers, staff is mandated to stay and accrue comp-time based upon the mandatory overtime list until the minimum staffing is met/achieved.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
Custody estimation would be 75% is paid off and 25% is utilized due to the fact that we do not have the staffing to allow the custody staff to take off. Non-custody estimation would be that most (95%) are allowed to utilize their comp time.
- f. Is staff able to utilize accrued comp-time when they choose?
We attempt to allow staff to use comp time when they choose based on staffing needs; unfortunately this is not always possible for custody.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
Currently, there are 228 students enrolled in Academic Education. This number represents 63% of the available seats, despite the recent loss of two full-time teaching staff. This number represents 36% of the offenders available and eligible for school.
- b. How many (and %) of inmate students earn their GED each year in this institution?
For the period January 01-November 30, 2013, 49 offenders earned their GED through Academic Education. This number represents 8% of the offenders available and eligible for school.
During the same period, 55 offenders earned their GED while in Diagnostic status at ERDCC. Academic Education is not available to the offenders in Diagnostic status; therefore, no percentage can be calculated based on availability and eligibility.
- c. What are some of the problems faced by offenders who enroll in education programs?
Some offenders enrolled in education programs have issues, both short-term and long-term, that impeded their ability to reach their full potential. Short-term issues include scheduling conflicts with other programs, pending legal cases that cause a shift of focus, personal issues at home that cause distraction, and noisy cell-mates who disturb study time outside of school. One long-term issue is the presence of a learning disability, whether or not the offender has been identified

as an individual with a disability. Other long-term issues include inability to retain new information due to past substance abuse and reluctance to take educational risks due to a history of failure. These obstacles must be dealt with on a case-by-case basis, depending upon the unique needs and abilities of the individual offender.

4. **Substance Abuse Services:**

- a. What substance abuse treatment or education programs does this institution have?
ERDCC does not provide substance abuse treatment, but we do have a substance abuse education program called Living in Balance. It is a 12 week evidence-based curriculum developed by Hazelden, which is facilitated by classification staff.
- b. How many beds are allocated to those programs?
The education class is not bed-based so no beds are allocated.
- c. How many offenders do those programs serve each year?
Approximately 75 offenders
- d. What percent of offenders successfully complete those programs?
Approximately 71%. Those discharged were due to segregation assignment for protective custody concerns, rule violations, or were due to transfers as a result of custody level reductions.
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?
The challenge we have encountered with providing Living in Balance are the offenders missing class due to violations, protection custody and transfers due to reclassification.

5. **Vocational Programs:**

- a. What types of vocational education programs are offered at this institution?
ERDCC does not offer any vocational education programs.
- b. How many offenders (and %) participate in these programs each year? **N/A**
- c. Do the programs lead to the award of a certificate? **N/A**
- d. Do you offer any training related to computer skills? **N/A**

6. **Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution?
A complete line of janitorial, laundry, kitchen and personal care products are manufactured at ERDCC. We also manufacture corrugated cartons
- b. How many (and %) of offenders work for MVE at this site?
Twenty eight (28) offenders are employed, representing 2% of offender workers available at ERDCC.
- c. Who are the customers for those products?
State agencies, institutions, city and county governments, political subdivisions, state employees, not-for-profit organizations and other tax supported entities.
- d. What skills are the offenders gaining to help them when released back to the community?
Work place essential skills, including manufacturing procedures, production techniques, quality control, inventory control, cost control, work place safety, shipping and receiving. Applicable work skills and habits. Some positions qualify for the U.S. Department of Labor's Apprenticeship Program.

7. **Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care? **Yes.**
- b. How many offenders are seen in chronic care clinics? **Currently there are 1,868 chronic care clinic enrollments. These clinic appointments are seen by the physician or nurse practitioner twice annually per protocol and additionally per the practitioners' orders. This makes a minimum of 3,736 chronic care clinic appointments annually.**
- c. What are some examples of common medical conditions seen in the medical unit? **Hypertension, diabetes, infections, surgical follow-ups, infectious disease management, respiratory conditions, geriatric conditions, self-declared emergencies, and code 16 emergencies. Additionally we see a large number of routine issues daily, things that may be self-addressed if they were not confined to prison. Such as: athlete's foot, common colds, rashes, skin conditions, constipation, etc.**
- d. What are you doing to provide health education to offenders? **We provide an annual Offender Health Fair. Each medical waiting area has an education pamphlet rack for the offenders to take from at their leisure. Offenders are provided education sheets relevant to their issue during sick call encounters. Medication education sheets are available and provided to the offenders. One-on-one education is provided during nursing and practitioner encounters and is included in most medical protocols.**
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? **No cases of active TB for 2013.**
- f. Is the aging of the population effecting health care in prisons as it is effecting health care everywhere else? If yes, please explain. **Yes. With the advancements in medical practices the expectant lifespan continues to lengthen outside of prison. Additionally, confined people are often receiving medical care and treatments within the prison system that they would not necessarily have access to outside of prison. We often find ourselves in a position where a patient is telling us that they knew they had a medical problem, but was not getting treatment outside of prison, this may be because of lack of insurance, addiction, resources, etc. The increase in general life expectancy, added to the advancements in medical care, added to the fact that confinement in prison provides direct access to medical care that they may not have received prior means that there is a much larger strain on medical services and resources. Aging alone means more health problems, more mental health problems, more need for medications, more problems with mobility, an increase need for equipment such as canes, walkers, wheelchairs, handicapped showers / toilets, etc. The prison system, as it is now, is not designed or equipped to accommodate the needs of a growing geriatric population.**

8. **Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services?
Offenders are screened upon intake arrival and may be identified as needing services at that time. Offenders may submit a request for mental health services and they will be scheduled to see someone from mental health. Offenders may be referred by any staff member who may have concerns about an offender for a mental health evaluation.
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?
21 recorded serious suicide attempt, one completed attempted (0.05%) All correctional staff are trained yearly to look for indications of suicidal thoughts or behavior. Offenders exhibiting such indications are secured in a safe

environment/suicide cell with limited property (generally a Kevlar smock and Kevlar blanket) and observed to ensure their safety. Mental health staff evaluate these offenders and work with them to identify positive coping strategies and alternatives to self-harm.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

Approximately 470 of 2800, 17% of the total population in this institution are taking psychotropic medications.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

Approximately 550 offenders in this facility have been identified as seriously mental ill. They are monitored regularly by licensed mental health staff including Psychiatrists, Advance Practice Psychiatric Nurse Practitioners, Mental Health Registered Nurses, Licensed Psychologists, Licensed Professional Counselors and Licensed Clinical Social Workers. They are seen routinely for monitoring of stability, medication compliance, cognitive behavioral interventions and group therapy is also available. Offenders are also seen for crisis intervention as needed. Those who meet the requirements for special programs within the MO Department of Corrections for the severely mentally ill are screened and referred for admission. For offenders who are found to be gravely disabled due to their mental illness and refuse to take psychotropic medications when indicated, there is a due process procedure/hearing to allow for involuntary medications.

9. What is your greatest challenge in managing this institution?

The mere size and complexity of this institution is a challenge. With more than 2700 offenders and nearly 900 staff, it is a small city with the complexity of a Reception and Diagnostic Center, a level 2/5 (medium/maximum) general population unit and a minimum security unit within the security perimeter. These dynamics offer unique challenges and opportunities for management. The challenge is enhanced with issues such as managing an institution call outs, FMLA and Leave Without Pay for the staff. In additions, the current economic climate of the nation and revenues of the State of Missouri present unique challenges in managing an institution of this size and operating within the boundaries of current budgetary constraints.

10. What is your greatest asset to assist you in managing this institution?

This institution is very fortunate to have an excellent Administrative Team and a host of hard working, dedicated employees committed to the Department's Mission.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

Poor to fair.

The following list is a complete report on the status of the ERDCC vehicle fleet and we have 2 borrowed full size vans from Chillicothe:

LICENSE#	MAKE	CLASS	MILES	YEAR	CONDITION	DOC ID
13-0014	Ford	Full size sedan	71416	2010	Good	247632
13-0122	Ford	Full size sedan	144592	2007	Fair/Good	245852
13-0193	Chevy	Full size sedan	130166	2007	Good	244221
13-0248	Ford	Full size sedan	72210	2010	Good	247633
13-0371	International	Passenger Bus	84259	2010	Good	15552

13-0508	Ford	Full size sedan	131186	2007	Fair/Good	245851
13-0824	Freightliner	2 Ton flat bed	21775	2000	Good	237275
13-0826	Ford	Dump truck	7787	2000	Good	237334
13-0827	Ford	Dump truck	13081	2000	Good	237333
13-0829	Bluebird	Passenger bus	272980	2001	Fair	238220
13-0860	Ford	Full size sedan	138840	2007	Fair/Good	243438
13-0862	Dodge	1/2 ton 2wd p/u	33768	2002	Good	239619
13-0866	Chevrolet	15 passenger van		2002	Totaled	239691
13-0872	Ford	15 passenger van		2003	Bad motor	239873
13-0873	Ford	15 passenger van	233211	2003	Fair high mi. uses oil front weak	239874
13-0874	Ford	15 passenger van	25210	2012	New	247534
13-0875	Ford	15 passenger van	182963	2003	Fair high mi. uses oil front weak	239876
13-0877	Chevrolet	Full size sedan	41072	2008	Good	247599
13-0878	Dodge	Mini van	223170	2003	Fair high mi. used for v.p.	239895
13-0879	Dodge	Mini van	222311	2003	Fair high mi. used for v.p.	239896
13-0880	Dodge	Mini van	202535	2003	Fair high mi. used for v.p.	239897
32-0267	Chevrolet	Uplander van	183836	2008	Fair high miles	135140
32-0276	Chevrolet	Uplander van	190565	2008	Fair high miles	135149
32-0280	Chevrolet	Uplander van	221980	2008	Fair high miles	135141
13-0888	Ford	Full size sedan	176961	2008	Fair high miles paint peeling	244453
13-0889	Internation'l	Passenger bus	6826	2014	New	15333
13-0890	Ford	F150 1/2 ton p/u	35200	2003	Good	239933
13-0891	Ford	F150 1/2 ton p/u	23500	2003	Good	239934
13-0892	Ford	F150 1/2 ton p/u	20700	2003	Good	239935
13-0893	Chevrolet	2500hd 3/4 ton p/u	41300	2003	Good	239977
13-0899	Ford	Box bed	76500	2003	Good	239987
13-0900	Bluebird	Passenger bus		2003	Waiting transfer/junk	239997
13-0901	Ford	Explorer	75152	2003	Fair/wrecked one side	240598

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

The overall level of morale at ERDCC among custody staff appears to be medium. Staff have reported that they are pleased with their job overall and do not mind performing their daily duties. The only complaint noted in these discussions were concerning the staff that regularly call in on a day to day basis. Having said that, staff seem to be more concerned with their pay and benefits. As everyone is well aware staff respond positively to raises and low to no cost benefits.

13. **Caseworkers:**

a. How many caseworkers are assigned to this institution?

General Population: 14 CCM IIs & 1 CCA

C & A: 2 CCM IIIs, 5 CCM IIs 1 CCM I & 1 CCA

R&D: 7 CCM IIs

Grievance: 1 CCM II

Total: 2 CCM IIIs, 27 CCM IIs 1 CCM I & 2 CCAs

b. Do you currently have any caseworker vacancies?

No

c. Do the caseworkers accumulate comp-time?

Typically due to budget constraints, comp time is not approved. However staff may flex the time off later in the week if necessary.

d. Do the caseworkers at this institution work alternative schedules?

All work five 8-hour shifts, but start/end times range between 7:00 am-4:30pm, Mon-Fri.

- e. How do inmates gain access to meet with caseworkers?
Open office hours are held daily. The adseg case managers do rounds every day.
- f. Average caseload size per caseworker?
 - # of disciplinary hearings per month? **GP: 96 R&D: 193**
 - # of IRR's and grievances per month? **IRRs GP: 170, IRRs R&D: 27 IRRs, Grievances are done by the Grievance Manager.**
 - # of transfers written per month? **GP: 61 R&D: n/a**
 - # of re-classification analysis (RCA's) per month? **GP: 207**
- g. Are there any services that you believe caseworkers should be providing, but are not providing?
None at this time.
- h. If so, what are the barriers that prevent caseworkers from delivering these services? **N/A**
- i. What type of inmate programs/classes are the caseworkers at this institution involved in?
Inside Out Dads, Impact of Crime on Victims, Pathway to Change, Anger Management, Employability Skills/Life Skills, Living in Balance, Puppies for Parole
- j. What other duties are assigned to caseworkers at this institution?
Assisting with the yearly internal security audits, update offender management plans (TAPS), review offender program plans following administrative segregation releases, serve on segregation hearing committees, assist with clothing/laundry/and legal mail issues, receive/process visiting and food visit request forms, receive and review incentive housing application request, direct and monitor the Puppies for Parole program activities, receive and validate Qualified Legal Claim forms, assist offenders with telephone and Canteen kiosk issues, receive requests for information from family members and supervisory staff, answer offender correspondence, make pertinent electronic chronological log entries, assist custody staff with escorts/searches/security checks, and arrange/monitor special phone call requests.

14. Institutional Probation and Parole officers:

- a. How many parole officers are assigned to this institution? **11**
- b. Do you currently have any staff shortages? **No.**
- c. Do the parole officers accumulate comp-time?
Yes, Parole officers at ERDCC do accumulate comp-time on occasion. Generally, when they attend training or meetings away from the institution or travel to other institutional parole offices to assist them.
- d. Do the parole officers at this institution flex their time, work alternative schedules?
Yes, we encourage staff to flex their time during the FLSA workweek as necessary to best assist offenders and ERDCC staff.
- e. How do inmates gain access to meet with parole officers?
Parole officers meet with R&D offenders in staff dining every day during the morning hours, by utilizing the lay-in process. Parole officers meet with GP offenders every day in the afternoon hours in their respective housing units. If offenders are PC, Ad-Seg, Medical or must be seen ASAP, officers go to their housing units to see them.
- f. Average caseload size per parole officer? **230**
 - # of pre-parole hearing reports per month? **98**
 - # of community placement reports per month? **7**
 - # of investigation requests per month? **94**
- g. Are there any services that you believe parole officers should be providing, but are not providing?

A few parole officers at ERDCC have completed Pathways to Change facilitator training and are available as needed. Staff have also attended training for MRP/TAP and will assist in whatever way the institution wishes to utilize them. They are also involved in the orientation program for new offenders.

- h. If so, what are the barriers that prevent officers from delivering these services?

The administration/staff at ERDCC work very well with parole staff.

- i. What type of inmate programs/classes are the parole officers at this institution involved in?

Parole officers are involved in the Friends and Family Orientation Program, Employability Skills/Life Skills Classes, Pathways to Change and MRP/TAP and Pre-Release Program for offenders that are within 4 months of their projected release date. Offenders are shown a film that is designed to help them be successful on supervision when released. Parole Officers are available to answer any questions the offenders may have regarding a successful release on parole.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

We continue to strive for innovative methods to maintain our fiscal responsibility during the current budgetary climate.

16. Does your institution have saturation housing? If so, how many beds? N/A

17. Radio/Battery Needs:

- a. What is the number of radios in working condition?

There are 540 radios in working condition, only 1 is not.

- b. Do you have an adequate supply of batteries with a good life expectancy?

Yes, there are an additional 70 new batteries at present.

- c. Are the conditioners/rechargers in good working order?

All of the conditioners/rechargers are in good working order.

Joint Committee on Corrections 2013

Information for Legislative Institutional Visits

Facility Name: Farmington Correctional Center				
Custody Level	C-1 and C-2		Warden	Tom Villmer
Total Acreage	350		Address	1012 W. Columbia
Acreage w/in Perimeter	115			Farmington, MO 63640
Square Footage	117359		Telephone:	573-218-7100
Year Opened	1986		Fax:	573-218-7110
Operational Capacity/Count (as of December 23, 2013)	2655/2614			
General Population Beds (capacity and count as of December 23, 2013)	1798/1788		Deputy Warden	Mike Gann Ext. #203
Segregation Beds (capacity and count as of December 23, 2013)	175/110		Deputy Warden	Tami White Ext. #206
Treatment Beds (capacity and count as of December 23, 2013)	324/312		Asst. Warden	Bill Bowyer Ext. #395
Work Cadre Beds (capacity and count as of December 23, 2013)	N/A		Asst. Warden	Bob Peura Ext. #400
Diagnostic Beds (capacity and count as of December 23, 2013)	N/A		Major	Jim Gober Ext. #251
Protective Custody Beds (capacity and count as of December 23, 2013)	N/A			
MOSOP (capacity and count as of December 23, 2013)	276/276			
Mental Health (capacity and count as of December 23, 2013)	120/119			
Youthful Offender Program (capacity and count as of December 23, 2013)	20/9			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?

Assessment of the overall condition of FCC's physical plant is poor to fair, and what is to be expected at this point considering the age of the components.

- b. What capital improvement projects do you foresee at this facility over the next six years?

Parking lot lighting is in need of an update as the parking lots have been expanded but no additional lighting added.

Southwest wall of building #14 wall is bulging; the condition of this wall continues to deteriorate adding to the threat of collapse, which is a safety hazard. Noted to FMDC And DOC

Emergency generator for Main Production food service area; this area has no emergency back-up power making it extremely difficult to prepare food during extended outages and creates unsafe working conditions for staff and offenders.

Housing Unit #30 all air handlers need replaced, they are beyond their expected working life, confirmed by Visual Facility Assessment (VFA). Plumbing and electrical issues also need to be addressed.

Building #28 needs updates to plumbing and electrical systems.

Buildings #18 and #19 heating systems require extensive repairs; replacement of air handler systems recommended, aged leaking water systems in walls make repairs difficult, time consuming and costly. Many of the radiator type wall units have been piped through to eliminate leaks greatly reducing effectiveness of the units and the system.

Building #14/Main Production roof top freezer units are old and failing, they need replaced.

Housing Units #6-#9 (B-Side) rooftop HVAC units need replaced, VFA confirmed units are well beyond their expected service life.

Building #29 roof top HVAC unit needs replaced; this unit is especially old and in constant need of repair, VFA also confirmed need to replace.

Cottage Row buildings need wood trim repairs/replacement. This requires a Genie lift, unsuccessful requests have been made to Heavy Equipment for the loan of a lift during seasons when weather permits work to be done. We realize that they only have so many lifts to go around; however this work is critical to the life of the structures. Partial complete

Building #29 and Housing Unit #30 needs extensive tuck pointing. Rain water infiltrating the walls make it impossible to maintain interior walls and continues to deteriorate and weaken the infrastructure. Have attempted to start tuck pointing and rehabbing

The tuck pointing that is listed should be considered a partial listing only. Every building at FCC has some tuck pointing issues and needs to be sealed due to water issues. Each month, year, etc that goes by only adds more areas to the list of buildings that are in need of this care. In order for the interior of a building to be kept in the best possible condition, the outside of the structure must be kept sound and safe from the elements. The most serious problem relates to the need of many of FCC's buildings needing new roofs.

Utility Tunnel between Housing Unit #10 and Housing Unit #30 roadway surface/tunnel roof deteriorating creates concerns of collapse of the tunnel. This has been shored up with steel until a permanent fix can be scheduled and funded.

Building #34 Power Plant, the penthouse parapet wall needs tuck pointing. Brick wall is visibly leaning and is close to failure.

Road surfaces are in very poor condition and need to be replaced/resurfaced; perimeter roads as well as roadways within the institution. These conditions can damage equipment, slow vehicular traffic during emergencies and create tripping hazards for offenders and staff alike. Patched large holes but need entire surface capped.

All three of the main power plant boilers are in desperate need of updated controls as what is on there is outdated and obsolete. The controls on there now cannot be purchased anymore and when these are gone we will not have that boiler. One boiler of three is now out of service.

At the water treatment plant there are 7 small Lochinvar boilers and the control boards are now obsolete on these and will need to be updated as soon as possible. One domestic boiler is out of service.

- c. How critical do you believe those projects are to the long-term sustainability of this facility?

All the areas of our concerns listed are vital to the long-term sustainability of this facility.

2. Staffing:

- a. Do you have any critical staff shortages?

Due to realignments and staffing reductions in recent years, all shortages are critical.

- b. What is your average vacancy rate for all staff and for custody staff only?

FCC MONTHLY VACANCIES

Fiscal Year 2013

<u>MONTH</u>	<u>YEAR</u>	<u>CUSTODY</u>	<u>NON-CUSTODY</u>
July	2012	4	6
August	2012	3	8
September	2012	5	3
October	2012	8	5
November	2012	11	6
December	2012	5	4
January	2013	8	5
February	2013	8	5
March	2013	6	8
April	2013	3	3
May	2013	9	4
June	2013	8	6

FCC Vacancies as of December 20, 2013

Class Title

AT I/II/III	2
COI	1
COII	1
COIII	2
OSAK	1

- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?

Yes, we try to keep accrual of comp-time to a very minimum. However, we must man the institution and cover mandatory posts.

- d. What is the process for assigning overtime to staff?

Ask for volunteers, and then use a mandatory list if necessary.

- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?

The average is 20% taken and 80% paid.

- f. Is staff able to utilize accrued comp-time when they choose?

Supervisors make every effort possible to approved compensatory time off at the staff member's choosing. There are instances when the request has to be denied due to having to fill all mandated custody posts, as not to jeopardize the safety of staff/offender or negatively affect the security of the institution. If this situation arises, efforts are made to accommodate the staff members by approving the time off or another date of the officer's choosing. However, when staff are not given their requested time off they sometimes call in which causes the potential of more comp-time accrual to cover their post.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?

As of November 2013, FCC Education had enrolled 433 offender out of 486 offenders requiring education services resulting in 89% being served. The remaining 11% are not currently enrolled due to offender's currently status i.e. reception/orientation, Administrative Segregation, medical lay-in, or placement in the Social Rehabilitation Unit. In addition, contract services were provided for FTC/FITP (Housing Unit #10) offenders enrolling every offender requiring education. Due to the dynamic nature of these programs and number of offenders going through the programs, these numbers are not available.

- b. How many (and %) of inmate students earn their GED each year in this institution?

During the last calendar year, 147 FCC offenders earned their high school equivalency (HSE) resulting in 34% of enrolled students receiving an HSE.

- c. What are some of the problems faced by offenders who enroll in education programs?

Many offenders lack the motivation needed for success. They have previously terminated their education due to lack of interest as well as lack of self-control/social skills. Once incarcerated, many may be consumed with thoughts of the "outside" and experience an increased feeling of hopelessness and failure. Other have endured traumatic brain injuries and/or are heavily medicated due to physical or mental disabilities. These students may not have the ability to be successful in Education to earn a HSE.

Multiple building repairs/upgrades are needed in both Building #18 and #19. Extreme temperatures can cause issues with attention and cooperation in classrooms. Also at times classes are suspended due to water leaks or the water being shut down in the building. Additionally, there are not enough working restrooms for offender use. Due to the lack of electrical wiring and capabilities we are unable to provide adequate computer equipment for each classroom.

Many offenders are participating in more than one program at any given time making scheduling very difficult. Fortunately, the administrators of Farmington Correctional Center are more than willing to work with each other to ensure offenders have equal access of educational services while meeting program requirements.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?

Farmington Treatment Center (FTC): 84 days

Farmington Intermediate Treatment Program (FITP): 6 months

Long-Term Treatment Program (LTP): 1 year

- b. How many beds are allocated to those programs?

Farmington Treatment Center (FTC) has 194 beds

Farmington Intermediate Treatment Program (FITP) has 130 beds

Long-Term Treatment Program (LTP) has 30 beds. Long-Term offenders are housed in general population settings.

- c. How many offenders do those programs serve each year?

Farmington Treatment Center (FTC)	-	790 Offenders
Farmington Intermediate Treatment Program (FITP)	-	260 Offenders
Long-Term Treatment Program (LTP)	-	35 Offenders

d. What percent of offenders successfully complete those programs?

Farmington Treatment Center (FTC)	-	87%
Farmington Intermediate Treatment Program (FITP)	-	87%
Long-Term Treatment Program (LTP)	-	96%

e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?

Both treatment and DAI staff were polled and they said the following were problems:

While everyone agrees security is the primary mission, treatment often requests more flexibility. Also, most prison staff members have been trained in a role that was primarily custodial. Treatment demands more involvement and the transition is difficult for many, especially without specialized training.

In an ideal treatment setting, those receiving treatment would be isolated from others. This is not practical for many treatment units.

Finally, the prison regimen (counts, appointments and meals) is often difficult to schedule around.

5. Vocational Programs:

a. What types of vocational education programs are offered at this institution?

Computer Literacy

b. How many offenders (and %) participate in these programs each year?

Projected number of 45-60 offenders participate each year.

c. Do the programs lead to the award of a certificate? **Yes**

d. Do you offer any training related to computer skills?

Yes, computer literacy class

6. Missouri Vocational Enterprises:

a. What products are manufactured at this institution?

Laundry provides laundry and dry cleaning services for a variety of sources. MVE Laundry also designs and builds laundry carts.

The Clothing/Mattress Factory manufactures the following items: Aprons, offender work coats, jackets, Q/L jackets, coveralls, work pants, Battle Dress Uniform, shirts and pants, oven mitts, tube socks, ankle socks, laundry bags, laundry cart liners, mop heads, pillows,

foam core mattresses, inner-spring mattresses, mattress covers, shower curtains, cylinder lint bags, file bags, mail bags, Battle Dress Uniform pants and shirts, jackets and coveralls in a digital print camouflage rip stop material and we now offer Correctional Officer coats.

- b. How many (and %) of offenders work for MVE at this site?

Laundry employs 219 offender workers at this time, but has the capacity to employ 240. At the Clothing/Mattress Factory, 52 offenders are currently employed. This equates to approximately 9% of the total offender population. We are capable of having 60 offender workers at one time in the Mattress Factory.

- c. Who are the customers for those products?

Laundry customers are as follows: St. Joseph East (St. Charles), DePaul, St. Mary's, Cardinal Glennon Children's Hospital, St. Joseph West (Lake St. Louis), St. Clare, St. Joseph Medical Park, Ste. Genevieve County Memorial Hospital, FCC (laundry and dry cleaning), ERDCC (dry cleaning), PCC (dry cleaning), SECC (dry cleaning), and Park Hills and Farmington Police Department (dry cleaning).

The Clothing Factory has several different customers that we deal with. The Department of Corrections is the main customer. Other customers include state employees, state hospitals, police departments, probation and parole, fire/ambulance districts, colleges and universities. Offenders are able to purchase clothing items through the MVE basic catalog. All orders are taken at the sales office in Jefferson City.

- d. What skills are the offenders gaining to help them when released back to the community?

Laundry: Offenders gain a sense of good work ethic and responsibility with employment in a large-scale factory. Offenders learn a number of different skills and job experiences, which include: Operating large commercial size washers, dryers, flat work irons and dry cleaning equipment. Some offenders have gained experience in personal computer data entry, fundamental record keeping, filing and inventory control. MVE Laundry also has a reliable maintenance department, which provides hands-on training on this commercial laundry equipment.

Computer Literacy is a five-step format for the general knowledge of a computer: (a) Computer basic; (b) Windows, Works; (c) Numbers; (d) Web. The other program is Work Place Essential Skills Literacy Link. This program helps develop skills involving employment such as: Finding a job, keeping a job, interviewing techniques, resumes, application skills, and communication skills.

MVE Laundry is currently in coordination with the Department of Labor (DOL) on an apprenticeship program. There are approximately 50 job occupations listed under this program for offender workers. To enter this program an offender completes an application. The appropriate DOL occupational title is assigned, along with the total of accumulated working hours under this occupation, and then sent to DOL toward an apprenticeship certificate. The number of hours required for an apprenticeship certificate is determined by the occupational title.

Clothing Factory: Offenders gain several different skills by working at the factory. Most workers learn to use several different types of sewing machines to make clothing, this is a very valuable skill taught to the offenders. Some also learn to layout, measure and cut patterns using various measuring and cutting tools as well as learning calculation formulas. We teach quality control and attention to detail when offenders inspect and package products for shipment. Offenders are held highly responsible for tools they check out daily. In addition, several employees learn different computer skills and are responsible for daily office functions. All offenders are taught how to make a quality product, the value of showing up to work daily, on time and prepared for work.

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?
Yes

- b. How many offenders are seen in chronic care clinics?

1640 chronic care enrollments. This may mean that there are offenders in multiple clinics; however, they are seen independently in each clinic depending on protocol.

- c. What are some examples of common medical conditions seen in the medical unit?

Sore throat, athletes foot, allergies, infections, muscle strains/sprains.

- d. What are you doing to provide health education to offenders?

We provide education with each offender encounter to include brochures, as well as have a big health fair available to offenders each year. Education is also provided on the offender information channel.

- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? **No**

- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain.

Yes, the amount of chronic care encounters has risen and remains on the rise. The aging offender poses great challenges while incarcerated relating to ambulation and self care deficits. These issues will only get worse with the continued aging of the offender population.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?

Offenders transferring in to FCC are seen in medical by the transfer/receiving nurse. The transfer/receiving nurse provides all offenders with a pamphlet explaining what types of services are offered by mental health and how to access those services.

offenders with a MH score of 3 are seen within 14 calendar days for an initial evaluation. Offenders with an MH score of 4 or above are seen within 24 hours of their arrival. All offenders can request a mental health appointment by submitting a medical services request. Once they submit a request, they are seen within 5 working days of the request. Staff that have concerns about offenders' mental health can refer offenders to mental health either by using a referral form or by contacting mental health through e-mail or telephone. Offenders in the segregation unit are seen weekly by a qualified mental health professional who conducts ad seg rounds. This gives them the opportunity to report any problems they may be experiencing while in the segregation unit.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?**

There haven't been any successful suicides in the past year. Suicide prevention training is provided to all staff during core training. Qualified mental health professionals assess for suicidal ideations during each appointment.

- c. Approximately how many of the offenders in this institution are taking psychotropic medications?**

At the end of November there were 433 offenders prescribed psychotropic medications or 16% of the population.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?**

There are currently 461 offenders in the mental health chronic care clinic. Of those, 282 are currently living in general population, 63 are in the Farmington Treatment center, 98 are in the Social Rehabilitation Unit, and 18 are in CTC. The numbers of offenders that are considered seriously mentally ill would vary greatly at any given time. All mentally ill offenders are seen at least monthly by their assigned qualified mental health professional. Mentally ill offenders with a MH score of 3 are seen at least every 90 days by their treating psychiatrists. Offenders with an MH score of 4 or above are seen at least once per month by their treating psychiatrist. All mentally ill offenders are monitored for medication compliance, changes in symptoms, and provided with education/counseling about how to cope with symptoms of mental illness. Nursing staff provide education about medications and the importance of medication compliance. Qualified mental health professionals also advocate on behalf of the offender when issues related to their ability to function in the correctional setting leads to conduct violations or extended periods of time in the administrative segregation unit. Qualified mental health professionals provide therapeutic/educational groups to all offenders who wish to participate in groups. Offenders with mental illness that are being released from incarceration are provided assistance with discharge planning. Our goal is to connect the offender with resources in the community in hopes that if they remain mentally stable they will not return to incarceration. Nursing staff also meet with offenders for metabolic monitoring and to discuss medication non-compliance. They work with the offender to encourage medication compliance and address any barriers to compliance.

9. What is your greatest challenge in managing this institution?

Staff issues, followed closely by physical plant and budget constraints are our greatest challenges. The greatest challenge for custody in managing this institution is ensuring the security of the institution and the safety of the staff and offender population is maintained at an acceptable level by providing/assigning custody staff to all areas of the institution 24 hours a day, seven days a week. This is largely affected by custody staff on extended sick leave, light duty requirements, or continued medical problems covered by FMLA. The next greatest challenge is the buildings of the institution, some that are almost 100 years old and require a large amount of maintenance. With the budget restraints it has become increasingly difficult to keep up with the required maintenance in all areas.

10. What is your greatest asset to assist you in managing this institution?

The high quality of staff is our greatest asset. FCC is truly blessed with high quality staff members who have many years of corrections experience. These same staff members have a willingness to mesh with all work sections to reach a common goal. The FCC staff are motivated, conscientious, and have strong work ethics.

11. What is the condition of the facilities' vehicle fleet? (Mileage, old vehicles etc?)

The condition of this facilities vehicle fleet are as follows.

Uplander	Year	Mileage
13-188	2007	110,681
13-334	2008	88,894
13-1014	2005	69,522
13-179	2008	231,571
32-290	2008	235,096
 Impalas		
32-225	2008	86,429
32-228	2008	119,683
32-231	2008	93,553
32-237	2008	86,630
 Crown Victoria		
13-190	2007	95,699
13-495	2007	95,247
13-725 (Surplus)	2008	168,324
 Vans		
13-186	2008	51,549
13-187	2005	164,330
13-197 (Dog Team)	2005	79,974
13-220	2012	12,190

Jeep 13-196	1998	92,560
Bus 13-175	2010	32,605
Bus 13-820	2000	64,973

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

Medium as it depends on who is asked. Line staff have dealt with position cuts, loss of benefits, higher insurance costs and poor pay. The warden should have more authority in the area of discipline that would help morale. When the line staff know you support them they really pull hard. This is the greatest team I have ever worked with and am proud to call them my team. I would rate morale as medium.

13. **Casemanagers:**

A. How many casemanagers are assigned to this institution?

**29 total Corrections Casemanager I's and Corrections Casemanager II's for DAI
3 total Corrections Casemanager III's for DORS
2 total Corrections Casemanager III's for DAI**

***DAI – Division of Adult Institutions**

****DORS – Division of Offender Rehabilitative Services**

B. Do you currently have any casemanager vacancies? **No**

C. Do the casemanagers accumulate comp-time?

Only the DORS CCM III's at straight time.

The DORS Casemanager III's who work four, 10-hour work days per week do accumulate compensatory time if a holiday falls on their regular day off during the work week. They are also allowed to use it to take time off. CCMI/II's can (if needed) but are encouraged to use quickly.

D. Do the casemanagers at this institution work alternative schedules?

Casemanagers work a set schedule each week. DAI Casemanagers work five, 8-hour days, Monday through Friday, and DORS Casemanagers work four, 10-hour days. Staff members modify their schedules to meet institutional needs.

E. How do inmates gain access to meet with casemanagers?

Casemanagers have scheduled office hours (2-hours during the morning and another

2-hour period in the afternoon) that they are available to meet with offenders. These times are posted for offender review. The Casemanagers are available either in their office, in the housing unit, or in the Casemanagers office in the classification pod. Offenders may also write to the Casemanagers through the inside mail.

F. Average caseload size per casemanager? **Approximately 110**

13. # of disciplinary hearings per month? **Approximately 17 per Casemanager**

14. # of IRR's and grievances per month? **6 IRR's and 0 grievances per Casemanager ***

15. # of transfers written per month? **Approximately 2 per monthly average per Casemanager**

16. # of re-classification analysis (RCA's) per month? **Approximately 10 per Casemanager.**

***An assigned CCMII who reports directly to the Warden handles all grievances for the Institution. There were 759 last year or about 64 per month. This CCM also processed 323 grievance appeals, or about 30 per month.**

Are there any services that you believe casemanagers should be providing, but are not providing?

No.

G. If so, what are the barriers that prevent casemanagers from delivering these services?

Not Applicable

H. What type of inmate programs/classes are the casemanagers at this institution involved in?

Re-entry Process, Reception and Orientation, Substance Abuse, Work Release, Restorative Justice, Impact of Crime on Victims, Pathways to Change, Anger Management, Inside Out Dads, Employment Skills/Life Skills.

I. What other duties are assigned to casemanagers at this institution?

Compiling offender reports (progress, inter-office communications), maintaining/reviewing offender files, arranging housing assignments, monitoring offender interviews, conducting investigations, developing offender contracts, auditing offender property, conducting safety/security inspections, issuing hearing violations, providing offender instructions, dispensing/reviewing offender forms, processing offender requests, facilitating individual growth (self-help programs, counseling), providing notary services, processing critical illness and death notifications, attending staff meetings, performing special assignments (conducting tours, performing committee work, managing supply inventory, conducting classification hearings, protective custody/administrative segregation reviews), and periodically acting as Functional Unit Manager, visiting application processing, office hours, job changes, room changes, coverage of library, searches, coverage of other areas in the institution, training, orientation, and other duties established in IS 1-1.2.

14. **Institutional Probation and Parole officers:**

A. How many parole officers are assigned to this institution? **9 PO's, 1 POIII**

B. Do you currently have any staff shortages? **No**

C. Do the parole officers accumulate comp-time?

Generally no, as they are permitted to flex time within the same week, but on occasion comp time is accrued.

D. Do the parole officers at this institution flex their time, work alternative schedules?

Yes to all.

E. How do inmates gain access to meet with parole officers?

Open office hours or requests through kites, other staff.

F. Average caseload size per parole officer?

Between 200-300 each, this is difficult to ascertain as they are assigned to housing units and other specialty caseloads.

- # of pre-parole hearing reports per month? **47**
- # of community placement reports per month? **59**
- # of investigation requests per month? **98**

G. Are there any services that you believe parole officers should be providing, but are not providing?

If time permitted more involvement with transitional housing unit services.

H. If so, what are the barriers that prevent officers from delivering these services?

Caseload and the work associated with those caseloads.

I. What type of inmate programs/classes are the parole officers at this institution involved in?

Transitional Housing Unit, Puppies for Parole, Pre-Release Classes and Job Fairs.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

The interpretation of FMLA and suspected abuse of its provisions continue to be a struggle for us.

Adhering to P.R.E.A. provisions has proven to be a substantial workload increase, with no additional staff allocated for this purpose.

There is currently insufficient I.T. support at this site.

The ability to get the aging buildings and grounds repaired due to budget restraints.

16. Does your institution have saturation housing? If so, how many beds?

FCC does not have saturation housing at this time. A plan has been submitted to the Division of Adult Institution, Central Office, recently concerning the possible use of saturation housing at FCC, if needed.

17. **Radio/Battery Needs:**

- a. What is the number of radios in working condition? **524**
- b. Do you have an adequate supply of batteries with a good life expectancy? **Yes, we have adequate batteries for the foreseeable future.**
- c. Are the conditioners/rechargers in good working order? **Yes, all conditioners/rechargers are operational.**

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Fulton Reception and Diagnostic Center				
Custody Level	Maximum		Warden	Billy D. Harris
Total Acreage	132		Address	1393 Highway O
Acreage w/in Perimeter	60			Fulton, MO 65251
Square Footage	437,618		Telephone:	573-592-4040
Year Opened	1986		Fax:	573-592-4073
Operational Capacity/Count (as of December 20, 2013)	1302/1508			
General Population Beds (capacity and count as of December 20, 2013)	N/A		Deputy Warden	Michael B. Payne Offender Management
Segregation Beds (capacity and count as of December 20, 2013)	122/75		Deputy Warden	Dan Redington Operations
Treatment Beds (capacity and count as of December 20, 2013)	15/11		Asst. Warden	Shawn Twyman
Work Cadre Beds (capacity and count as of December 20, 2013)	200/198		Asst. Warden	
Diagnostic Beds (capacity and count as of December 20, 2013)	965/1224		Major	Scot Colter
Protective Custody Beds (capacity and count as of December 20, 2013)	N/A			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?

The overall condition of the physical plant is fair. This facility is 27 years old and has been over populated most of the time, which has taken its toll on the overall physical plant.

The bigger items such as the boilers, generator, water softeners, air handlers and heat exchangers are presenting even more challenging problems due to the age, wear and tear. All are near or past their rated life expectancy but due to an extensive preventative maintenance program are still operational.

- b. What capital improvement projects do you foresee at this facility over the next six years?

Replace roofs on housing units 6, 7 and C Buildings along with 2 heat pumps and 14 roof exhaust fans. Roofs still have the ballasted rubber roof systems that have been patched many times and are still leaking at this time.

Replacement of taut wire and Del-Norte Fence Security Systems. Both are obsolete and parts are no longer available.

Pave existing roads and parking lots with new asphalt. Our existing pavement is in pretty bad shape and is in need of resurfacing.

Replace PMTN-2 transformer with a new 1500 KW transformer. This is our most important transformer in that it controls our emergency power, the kitchen, boiler room and 17 and 18 House. The load has increased on this unit each time we have done an addition to the point that it is at a 90 % plus load.

Replace exterior sliders on 4 house and A building. They are 27 years old and the doors and frames are rusted out.

Replace exterior control bubble and rear wing windows on all housing units. All are in poor condition and hard to see out of.

Replace 12 Simplex fire panels and related hardware. All are old and obsolete. We have trouble calls on the fire panels weekly, and sometimes daily.

Replace cell window operators and weather stripping on all of Phase One and about 40% of Phase Two. Most are inoperable due to broken gear boxes which are non-repairable. The only way to open and close the windows is manually which we do in the spring and fall.

Replace 25 backflow preventers and include a pressure reducing valve. Due to age and the City increasing our water pressure we are experiencing multiple problems and leaks from many of them.

Many improvements on sidewalks need made. It is hazardous for staff in bad weather.

- c. How critical do you believe those projects are to the long-term sustainability of this facility?

Extremely critical, if and when the HU 20 touch screen unit fails, the entire housing unit doors will have to be manually opened and closed. This process is extremely staff intensive and will greatly reduce security within the housing unit.

These issues are critical to the long term sustainability of the facility.

2. Staffing:

- a. Do you have any critical staff shortages?

*Yes, currently custody operates at below critical staffing levels.
Our Classification staff does not have the appropriate staffing in the position of Functional Unit Manager compared to other institutions.*

- b. What is your average vacancy rate for all staff and for custody staff only?

Our average vacancy rate for custody staff is between 4-8 positions. The average vacancy rate for all staff is approximately 7-11 positions.

- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?

Yes, often staff accrue comp time. Operating below critical staffing levels does not give shift commanders the appropriate staff to allow comp time to be reduced on a routine basis.

- d. What is the process for assigning overtime to staff?

Overtime is assigned by asking for volunteers first, and if no staff member volunteers then each shift has a mandatory overtime list. When a staff member is mandated to work overtime his/her name is moved to the bottom of the list.

- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?

Approximately 90-95% of the custody staff request to be paid for their time. This is due to the low rate of pay DOC staff members receive. A high percentage of DOC staff members work a second job because of this reason.

- f. Is staff able to utilize accrued comp-time when they choose?

Due to current staffing levels, staff utilizing accrued comp time is not guaranteed. This is determined by the needs of the shift and available staff to work.

3. **Education Services:**

- a. How many (0%) of inmate students at this institution are currently enrolled in school?

We do diagnostic screenings at FRDC so that the Education staff at mainline institutions have information readily available when offenders arrive for classroom placement. FRDC Education currently has a self study program for the High School Equivalency test which allows offenders who score high on screening instruments to prepare for testing when they reach their next camp.

- b. How many (and %) of inmate students earn their GED each year in this institution?

GED classes are not offered at the diagnostic center.

- c. What are some of the problems faced by offenders who enroll in education programs?

Offenders who are screened and tested at FRDC often face challenges due to the fact that many have dropped out of school many years earlier. They have missing skill sets that will require remediation. Many lack a confidence in their abilities. Many of the offenders often voice interest in vocational preparation.

4. **Substance Abuse Services:**

- a. What substance abuse treatment or education programs does this institution have?

The Ambulatory Restricted Mobility (ARM) and an assessment unit. ARM is a specialized program serving offenders sentenced to short-term institutional treatment who have various medical/mobility issues that hinder or prevent them from being able to participate in other ITC settings. The assessment unit is responsible for administering the DOC approved substance abuse assessment to

board and court offenders stipulated for treatment, prior to being transferred to a substance abuse program.

- b. How many beds are allocated to those programs?

*ARM has 15 beds
Assessment unit (N/A)*

- c. How many offenders do those programs serve each year?

*ARM has the capacity to serve 60-70 special needs offenders per year.
The assessment unit completed approximately 1400 assessments during FY13.*

- d. What percent of offenders successfully complete those programs?

In FY13, 93% of the offenders successfully completed the ARM program.

- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?

Buy in from the offenders, staff also funding, and space.

5. **Vocational Programs:**

- a. What types of vocational education programs are offered at this institution?

We offer no (vocational) Career and Technical programs at FRDC due to being a diagnostic center. We do have the Work Essential Skills program in the Library available to the Permanent Cadre Offenders. This is a video-based program.

- b. How many offenders (and %) participate in these programs each year?

The Work Essential Skills is a self-study program and statistics are not maintained.

- c. Do the programs lead to the award of a certificate?

N/A

- d. Do you offer any training related to computer skills?

No

6. **Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution?

FRDC does not have a Missouri Vocational Enterprise.

- b. How many (and %) of offenders work for MVE at this site?

N/A

- c. Who are the customers for those products?

N/A

- d. What skills are the offenders gaining to help them when released back to the community?

N/A

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?

Yes

- b. How many offenders are seen in chronic care clinics?

There are currently 641 patients enrolled in chronic care clinics. This number fluctuates frequently due to the nature of being a receiving site.

- c. What are some examples of common medical conditions seen in the medical unit?

Hypertension, diabetes, asthma, COPD, and seizure disorders.

- d. What are you doing to provide health education to offenders?

The nurse provides written education on their first day. The same education is provided verbally on their third day at the facility. There is also written educational material posted in the medical unit. An annual health fair is held for the offenders that are assigned permanently to the facility.

- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?

No active cases.

- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain:

It is affecting health care in Missouri prisons; however, as a receiving site the impact here is minimal compared to the mainline facilities.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?

Offenders are educated upon intake to FRDC that mental health services may be obtained by submitting a Health Services Request (HSR). HSR forms are available in each housing unit and may be accessed by all offenders. Once the HSR is received, mental health staff will schedule the offender for a mental health appointment.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

There were no completed suicides in 2013. Suicide prevention training is held twice monthly for custody and non-custody staff. All staff are aware that they may initiate the suicide intervention procedure if an offender presents as a risk for self-harm. Additionally, offenders are provided a mental health flyer upon entry to FRDC which highlights warning signs of suicide and encourages them to seek assistance for themselves or others.

FRDC also ensures offenders are moved as a group upon arriving approximately 15 days to mainline; were in the past they could stay in the housing unit and have an opportunity to commit suicide.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

There are 198 (13%) offenders prescribed psychotropic medication.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

There are a total of 198 offenders receiving mental health chronic care services. Six of those offenders are classified as MH 4, indicating that their needs require more frequent contacts with mental health staff. All offenders in chronic care services are assigned a treating psychiatrist and a qualified mental health professional (therapist). A treatment plan is developed by the offender and his assigned therapist to guide the focus of treatment interventions. Additionally there is presently one offender at FRDC assigned to the MH 120 program; which is a program that provides mental health services and discharge planning to offenders whose offense was impacted by mental health issues and who will be released from prison on parole.

9. What is your greatest challenge in managing this institution?

The greatest challenge to managing FRDC is offender numbers vary at all times. FRDC does not have control of the volume of offenders that arrive at the facility. County jails can continue to bring offenders to the institution when we are at our capacity. Also staffing is an issue with the constant overcrowding of offenders in the housing units.

10. What is your greatest asset to assist you in managing this institution?

The greatest asset to FRDC is the diverse background of our Administration staff. The staff has many years of service with the Department of Corrections, also have knowledgeable experienced line staff. We only have diagnostic operations here at FRDC, we do not have at this time various facets of Corrections.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

Our vehicle fleet is in bad condition. We need to replace 13-0008, a 99 Jeep Cherokee. It has 183,448 miles and is in need of several expensive repairs in the near future. BUS 13-0401 has 255,269 miles. Major repair expense can be expected in the near future. Vehicle 13-217 95 Model Dodge Ram Van has 102,263 miles and has extensive body and frame rust. Vehicle 13-0212 Dodge Ram Van has 104,387 miles and is in need of extensive repair at this time. Future repair is inevitable due to poor physical

condition. 13-0152 has 137,079 miles and is in fair condition. Perimeter car 13-0209 has 146,756 and 13-0511 has 139,531. These cars are in fair condition but with high mileage. Being perimeter cars they are in use 24 hours a day.

The Maintenance Vehicle 13-0207 is a 1986 model and is in dire need of replacement. It has been the primary snow removal vehicle and has had a salt spreader on it every winter. It is rusted severely and is unreliable. Maintenance Vehicle 13-0214 GMC Dump Truck is also a 1986 model in poor physical condition needing major expensive repairs. This is also a very important piece of snow removal equipment.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

The overall morale for Custody staff members is medium to low. Many staff members work second jobs. There are staff members who are not loyal to the department, which brings morale down. There are not incentives for our staff to actively recruit others and encourage those individuals to become a member of the department. Over the last ten years, matching funds for retirement have been eliminated, vesting time for retirement has increased from 5 years to 10 years, new employees must contribute 4% of their pay towards retirement, and tuition reimbursement for staff has been eliminated. All these actions have greatly decreased staff morale and staff routinely state nothing is getting better only worse.

13. **Caseworkers:**

- a. How many caseworkers are assigned to this institution?

Case Manager II – 17
Corrections Classification Assistant – 2
Case Manager III – 2
Functional Unit Manager – 3

- b. Do you currently have any caseworker vacancies?

Yes, we have one Case Manager II position reallocated to FRDC through attrition.

- c. Do the caseworkers accumulate comp-time?

No

- d. Do the caseworkers at this institution work alternative schedules?

Yes

- e. How do inmates gain access to meet with caseworkers?

The offenders can write a note and send it through the institutional mail. There are also Classification and Assignment staff assigned to the housing units that make daily rounds on the unit, allowing the offender's time to speak with them as well.

- f. Average caseload size per caseworker?

- # of disciplinary hearings per month? Average 200
- # of IRR's and grievances per month? Average 5 per Caseworker per month

- # of transfers written per month? *Average 25*
- # of re-classification analysis (RCA's) per month? *Average 25*

g. Are there any services that you believe caseworkers should be providing, but are not providing?

No

h. If so, what are the barriers that prevent caseworkers from delivering these services?

We feel we are providing all necessary services.

i. What type of inmate programs/classes are the caseworkers at this institution involved in?

FRDC is committed to Reentry and offers the following programs to assist in offenders' reintegration into society: Pathways to Change, Impact on Crime Victims Class (ICVC) and Inside Outside Dads.

j. What other duties are assigned to caseworkers at this institution?

Other assigned duties include: ID cards, PREA, PREA intake screener.

14. **Institutional Probation and Parole officers:**

a. How many parole officers are assigned to this institution?

PO II's – 11

PO III (Supervisory Position) - 1

b. Do you currently have any staff shortages?

No

c. Do the parole officers accumulate comp-time?

Yes

d. Do the parole officers at this institution flex their time, work alternative schedules?

Yes, when feasible their time is flexed or they adjust their work schedule. However, this is not always possible.

e. How do inmates gain access to meet with parole officers?

The IPO's call the inmates to their office or the inmate can request a meeting via letter (aka kite).

f. Average caseload size per parole officer?

This varies depending on the population and the inmates' status.

- # of pre-parole hearing reports per month? *Average 75*
- # of community placement reports per month? *Average 1*
- # of investigation requests per month? *Average 40*

- g. Are there any services that you believe parole officers should be providing, but are not providing?

No

- h. If so, what are the barriers that prevent officers from delivering these services?

N/A

- i. What type of inmate programs/classes are the parole officers at this institution involved in?

A representative from P&P attends the Friends and Family orientation.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

None.

16. Does your institution have saturation housing? If so, how many beds?

Yes, FRDC has an official saturation housing capacity of 574 beds.

17. Radio/Battery Needs:

- a. What is the number of radios in working condition?

228

- b. Do you have an adequate supply of batteries with a good life expectancy?

Good at this point.

- c. Are the conditioners/rechargers in good working order?

Good at this time.

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Jefferson City Correctional Center				
Custody Level	Medium / High		Warden	Jay Cassady
Total Acreage	130		Address	8200 No More Victims Road; Jefferson City, MO
Acreage w/in Perimeter	40			
Square Footage	750,000		Telephone:	573-751-3224
Year Opened	2004		Fax:	573-751-1277
Operational Capacity/Count (as of December 20, 2013)	1971/1964			
General Population Beds (capacity and count as of December 20, 2013)	1152/1152		Deputy Warden	Kelly Morriss – Offender Management
Segregation Beds (capacity and count as of December 20, 2013)	476/462		Deputy Warden	Donna Cayer - Operations
Treatment Beds (capacity and count as of December 20, 2013)	288/281		Asst. Warden	Billy Dunbar
Work Cadre Beds (capacity and count as of December 20, 2013)	0/0		Asst. Warden	
Diagnostic Beds (capacity and count as of December 20, 2013)	0/0		Major	Timothy Goebel
Protective Custody Beds (capacity and count as of December 20, 2013)	72/69			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution? *Good*
- b. What capital improvement projects do you foresee at this facility over the next six years? *Security electronics, del-Norte fence system, sally port gate operators, hand scanners/card readers, laundry equipment, food service equipment, asphalt road repair, institutional lighting, and ice builders.*
- c. How critical do you believe those projects are to the long-term sustainability of this facility? *Critical to the overall operation and energy efficiency.*

2. Staffing:

- a. Do you have any critical staff shortages? *Yes, Cook II and Corrections Officer I.*
- b. What is your average vacancy rate for all staff and for custody staff only? *Our average vacancy rate is 16.7% with the bulk of this being our Corrections Officer I position which has a turnover rate of 22.5%.*
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution? *Yes.*
- d. What is the process for assigning overtime to staff? *Primarily volunteer.*

- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? *50%*
- f. Is staff able to utilize accrued comp-time when they choose? *Not always, but to the extent possible.*

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school? *An average of 95 offenders are typically enrolled in the GED program (6% of our general population). Currently 55 offenders are assigned due to a push to help offenders complete their GED prior to it being replaced by a new test. NOTE: JCCC operates a volunteer education program which includes ABE/GED classes. The education program at JCCC transitioned to a volunteer education program in 2005 when budget cuts re-directed funding to lower level facility education programs.*
- b. How many (and %) of inmate students earn their GED each year in this institution? *Due to the GED changing a huge push was made and our numbers of GED's will be between 30 – 45 (2 – 3 % inmate population or 30 – 45% of students) offenders will earn their GED within this calendar year.*
- c. What are some of the problems faced by offenders who enroll in education programs? *Maintaining well qualified tutors has been a problem. The pay for offenders performing skilled positions in other jobs makes it difficult to recruit and maintain qualified education tutors which decreases the graduation rate and the number of offenders that are able to enroll and attend school. The waiting list can take some time to get through as an offender may be on it for 1 – 2 years meaning many may transfer or just decide to stop trying out of funded education program closing. Many of the sets of books are incomplete. The tutors do their best to fill in the informational gaps with other related materials and resources.*

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have? *We have a therapeutic community for drug and alcohol abuse. Note: JCCC is operating a drug and alcohol program utilizing primarily volunteers. We have one drug counselor. We lost 10 staff to budget cuts in 2005.*
- b. How many beds are allocated to those programs? *144*
- c. How many offenders do those programs serve each year? *281 offenders*
- d. What percent of offenders successfully complete those programs? *20%*
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting? *Shortage of qualified Volunteers in Corrections (VICs).*

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution? *None*
- b. How many offenders (and %) participate in these programs each year? *None*
- c. Do the programs lead to the award of a certificate? *N/A*
- d. Do you offer any training related to computer skills? *N/A*

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution? ***Clothing Factory:*** *custody officer pants, shirts and caps; offender gray pants and shirts; custom embroidery and custom cloth cutting for other factories located at different institutions; ink jet printing on shirts, coats, blankets; utility belts and accessories along with various specialty items. **Graphic Arts:** printing for state of Missouri and tax exempt entities, examples are as follows; Property Tags for different divisions and agencies for the State of Missouri; Missouri Auto and Motorcycle*

*Validation Tabs, Missouri Auto and Motorcycle Inspection stickers; License Plate decals for the State of Arkansas; Prints all flat license plates for the State of Missouri for the License Plate Factory, fleet vehicles, personalized etc.; Prints all small city and county flat license plates and vanity license plates as well; handicap placards, parking permits, ATV permits, hanging parking permits for colleges and several state agencies, along with various specialty decals and stickers for state employees. **Furniture Factory:** desks, credenzas, hutches, bookcases, file cabinets, coat trees, trash receptacles, conference tables, and podiums (144 different items and designs). **Engraving Factory:** Engraves plaques/awards, name badges, ADA signs, wood carvings and picture frames as well as paintings, leather work, stained glass in the "Fine Arts" area. (The majority of this requires computer knowledge of drawing and layout programs). **Ink Cartridge Factory:** Rebuilds toner cartridges for printers, faxes and scanners. **License Plate Factory:** Makes all license plates for the State of Missouri, (Flat Plates and Embossed Plates).*

- b. How many (and %) of offenders work for MVE at this site? *At this time we have 247 offenders employed within the MVE factories which are 12.65% of the total offender base count housed at the Jefferson City Correctional Center.*
- c. Who are the customers for those products? *Missouri State Agencies, Tax Exempt Entities (i.e. Churches, Counties and Organizations), other State's Agencies and Missouri State Employees.*
- d. What skills are the offenders gaining to help them when released back to the community? *They learn to get up and go to work, typing skills, computer skills, clerical skills, wood working skills (building furniture), printing skills (which requires attention to detail and extensive computer skills); Rotary and Laser Engraving skills (both of these require computer skills as well); Wood Carving; Sewing, Computerized Cloth Cutting and Embroidery Skills as well as learning to work as a team and take directions from others. In each MVE factory we have a school section where they have the opportunity to learn Computer Literacy 101 which teaches them computer skills, typing, resume writing, tips on how to dress for interviews, how to create databases, work in Microsoft Windows, Word, Power Point, and how to create Equations and Formulas. Grades are received for each section they take and a certificate to verify they have completed the course. We also record with the Department of Labor the amount of hours of experience they have in their fields, whether it be clerical, drafting, machine operator or whatever area they are qualified for.*

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care? *Yes.*
- b. How many offenders are seen in chronic care clinics? *1674*
- c. What are some examples of common medical conditions seen in the medical unit? *Of our average population of 1970 offenders, we have 1674 enrollees in chronic care clinics. The chronically ill offenders are evaluated on a routine schedule ranging from one (1) to six (6) months based on the primary diagnosis of the patient. Patients can be evaluated on a more frequent basis, if their condition indicates the need. In addition to the established chronic care clinics, the facility has instituted and manages several specialty clinics (the chronic care figure noted above does not include the specialty clinics):*
 - *Oral Surgery Clinic – We have been very fortunate to partnership with an oral surgeon who performs complex oral surgery procedures onsite approximately once per month.*

- *Liver Biopsy Clinic – With the partnership of surgeon, liver biopsies are performed onsite with post-operative recovery in the infirmary. The biopsies are performed under ultrasound guidance.*
 - *Ultrasound – With the partnership of Global Diagnostic we are being afforded the opportunity to perform ultrasounds onsite to those offenders with an approved referral.*
 - *GI Studies Clinic – The facility utilizes the most current technology for gastrointestinal studies, the PillCam – an ingestible camera that is swallowed and provides video of the esophagus or small bowel onsite. The procedure is performed onsite with pre follow-up in the Infirmary.*
 - *In 2012 we also implemented the service of endoscopy and colonoscopy. A General Surgeon and contracted services comes onsite and performs the procedures as an outpatient clinic.*
 - *Cancer Center of Excellence – The facility Infirmary has become a receiving and management center for male patients on chemotherapy and radiation therapy programs in the community.*
 - *Telemedicine – We have partnered with SKC and St. Luke's Hospital, and new in 2013 several local providers to include, orthopedics, general surgery, oncology, nephrology, physical therapy, pain management and new providers coming in 2014 in order to provide telemedicine services onsite. The opportunity will provide a specialist consult and care via satellite to those offenders who present a need.*
- d. *What are you doing to provide health education to offenders? Education is provided during all reception and orientation encounters. Complaint specific education is provided at the time of every clinical encounter: sick call, chronic care clinics, emergencies, specialty clinics, periodic physical assessments or any other time that a health care professional interacts with a patient to provide clinical care. This education is provided in written and/or verbal format. Additionally, the facility conducts an annual offender health fair during which many topics are discussed and handouts are provided concerning most chronic care conditions. Additional educational materials are available for review in the library.*
- e. *Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? No.*
- f. *Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain. Yes, and probably on an even larger scale. Due to long term high risk life styles of most offenders and the lack of seeking community healthcare, there is expected to be a greater concentration of medical pathology and its sequel that one would find in the general public. Some examples would be long term smoking and its affect on the vascular system and associated carcinomas and chronic obstructive pulmonary disease, untreated hypertension, uncontrolled diabetes, undiagnosed chronic active hepatitis B and C, undiagnosed or under-treated HIV infections, etc. Some problems arise from the aging process, with or without the chronic medical complications; decreasing ability to perform activities of daily living, higher incidents of confusion or dementia and decreasing mobility. In 2013 JCCC moved from a pilot site for an enhanced care unit (ECU) to a fully functioning ECU with established policies and has shared those trials and knowledge with other sites throughout Missouri to assist in getting ECU's established at other facilities throughout the state.*

8. Mental Health Services:

- a. *How do offenders go about obtaining mental health treatment services? Offenders may access mental health services through the Health Services Referral (HSR) form and process.*

An offender may also be referred to mental health via a Staff Referral Form. Offender may request to participate in group therapies verbally with mental health staff or by sending an HSR indicating a desire to participate.

- b. *How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? There was one completed suicide in the past year, which is .0005% of the total population. Suicide intervention training is provided at CORE Training an average of two times per month to JCCC staff by the Institutional Chief of Mental Health Services. All employees are able to initiate suicide intervention policy and procedures.*
 - c. *Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? There are 389 offenders taking psychotropic medications which are 20% of the population.*
 - d. *How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? Of the offenders receiving psychotropic medications, 64 are rated as MH-4. Offenders with either MH-3 or MH-4 scores are scheduled for Chronic Care with Mental Health Therapists and Psychiatrists. By policy each is seen by the Mental Health Therapist a minimum of once each 30 days and by the psychiatrist a minimum of once each 90 days. Each MH-3 or MH-4 offender participates in developing an Individualized Treatment Plan with input from the multidisciplinary treatment team. Currently 35 offenders participate in the "SSRU" Secure Social Rehabilitation Unit. These offenders are all MH-4. It was envisioned and designed to provide clinically appropriate mental health treatment and programming to high custody level offenders who experience serious mental illness. It was determined that there were a number of seriously mentally ill offenders housed in the segregation units as a result of their behaviors primarily associated with their particular mental illness. The SSRU establishes a setting where treatment and programming is provided with the goal of moving these offenders to a more appropriate and less restrictive environment. This move to a less restrictive environment is managed on a level system which negotiates a continuum from segregation type placement on one end to a return to general population placement on the other. This level system allows movement in either direction individually determined by each particular offender's progress in the programming, his behavior and his particular needs. Offenders with a MH score of MH-1 or MH-2 are seen by therapist via the HSR process. All offenders are welcome to participate in mental health therapeutic group therapies.*
9. *What is your greatest challenge in managing this institution? Our facility is now nearly 10 years old. A lot of our equipment that was brand new in 2004 is now aged and in need of repair. This coupled with a decreasing budget is an area of concern. A big part of our programs and educational opportunities provided to the offenders operate with Volunteers in Corrections since positions were lost in 2005 due to budgetary concerns. At times it is challenging to find qualified citizens to volunteer their time to work in a prison setting. We have been very fortunate thus far.*
10. *What is your greatest asset to assist you in managing this institution? JCCC has the largest industrial industry in the state which provides a lot of good jobs that keep the offenders busy. Keeping this in mind this gives incentive for offenders to display good behavior along with the benefits of providing employable skills to these offenders upon their release. Our staff has been innovated with keeping up on programs and Restorative Justice projects that are meaningful and have proven success within our system.*
11. *What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?) Aging but well maintained. We have recently bought a van and one waiting for next year's money to add the wheelchair conversion kit.*

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. *Morale is high. The staff at JCCC have a great work ethic and work well together with minimal staff conflict. They are very proud of working at JCCC due to the numerous offender rehabilitative programs, substantive offender jobs, challenging work environment and experienced personnel. All staff are greatly involved in many extracurricular fund raising endeavors bringing them closer together with a sense of pride for our community service. This has been proved by numerous staff members receiving awards and recognition.*

13. Caseworkers:

- A. How many caseworkers are assigned to this institution? *20*
- B. Do you currently have any caseworker vacancies? *1*
- C. Do the caseworkers accumulate comp-time? *No*
- D. Do the caseworkers at this institution work alternative schedules? *No*
- E. How do inmates gain access to meet with caseworkers? *Open door, rounds throughout the housing unit and inter-institutional correspondence.*
- E. Average caseload size per caseworker? *144*
 - # of disciplinary hearings per month? *12*
 - # of IRR's and grievances per month? *9*
 - # of transfers written per month? *3*
 - # of re-classification analysis (RCA's) per month? *7*
- F. Are there any services that you believe caseworkers should be providing, but are not providing? *No.*
- G. If so, what are the barriers that prevent caseworkers from delivering these services?
- H. What type of inmate programs/classes are the caseworkers at this institution involved in? *ICVC; Pathways to Change; Anger Management; Restorative Justice*
- I. What other duties are assigned to caseworkers at this institution? *Employability Skills.*

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution? *2*
- B. Do you currently have any staff shortages? *No*
- C. Do the parole officers accumulate comp-time? *No*
- D. Do the parole officers at this institution flex their time, work alternative schedules? *As needed.*
- E. How do inmates gain access to meet with parole officers? *Offender request, staff request.*
- F. Average caseload size per parole officer?
 - # of pre-parole hearing reports per month? *20 - 30*
 - # of community placement reports per month? *5 (varies)*
 - # of investigation requests per month? *Varies on how many releases for the month.*
- G. Are there any services that you believe parole officers should be providing, but are not providing? *No*
- H. If so, what are the barriers that prevent officers from delivering these services? *N/A*
- I. What type of inmate programs/classes are the parole officers at this institution involved in? *None.*

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. *None.*

16. Does your institution have saturation housing? If so, how many beds? *No*

17. Radio/Battery Needs:

- a. What is the number of radios in working condition? *500 radios*
- b. Do you have an adequate supply of batteries with a good life expectancy? *Yes*
- c. Are the conditioners/rechargers in good working order? *Yes*

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Maryville Treatment Center			
Custody Level	C-2	Warden	Sonny Collins
Total Acreage	44 acres	Address	30227 US Hwy 136
Acreage w/in Perimeter	12 acres		Maryville MO 64468
Square Footage	137,000	Telephone:	(660) 582-6542
Year Opened	1996	Fax:	(660) 582-8071
Operational Capacity/Count (as of Nov 30, 2012)	561/549		
General Population Beds (capacity and count)	36/27	Deputy Warden	Alana Boyles Operations
Segregation Beds (capacity and count)	34/12	Deputy Warden	Gaye Colborn Offender Management
Treatment Beds (capacity and count)	525/522	Asst. Supt	N/A
Work Cadre Beds (capacity count)	0	Asst. Supt	N/A
Diagnostic Beds (capacity and count)	0	Major	John Lower
Protective Custody Beds (capacity and count)	0		

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution? **Good**
- b. What capital improvement projects do you foresee at this facility over the next six years?
 1. **Replace windows in Bldgs 2 & 3**
 2. **Tuck Point Bldgs 3, 4 & 5**
 3. **Update security fence alarm system, along with locks at the Control Center**
 4. **Update Bldg 2 cooling system**
 5. **Replace flooring in Bldg 2**
 6. **Upgrade showers in Bldgs 2 & 3 – C-side**
 7. **Replace steam line loop in Bldg 3**
 8. **Inspection of water tower – repaint inside and out**
 9. **Repave all parking lots**
 10. **Build a warehouse for maintenance tools and inventory**
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
The windows in Bldg 2 and 3 and the tuck pointing are very critical and are in need of immediate repair.

2. Staffing:

- a. Do you have any critical staff shortages? **COII; this position has been vacant since October 31, 2013. With the only 12 CO II positions at MTC, this vacancy has been impactful to other shifts.**
- b. What is your average vacancy rate for all staff **(5.25)** and for custody staff **(4.5)** only?
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
No

- d. What is the process for assigning overtime to staff? **Volunteer basis**
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off **(45%)** and what percentage is paid-off? **(55%)**
- f. Is staff able to utilize accrued comp-time when they choose? **Yes, but subject to shift coverage.**

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school? **103 offenders enrolled in education. At least 97% of offender students are currently enrolled.**
- b. How many (and %) of inmate students earn their GED each year in this institution? **Approximately 70, and about 20% receive their GED.**
- c. What are some of the problems faced by offenders who enroll in education programs? **Distracted by the number of offenders students in our area, it seems crowded sometimes. We would also like to expand on services to offenders with special learning needs.**

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?
The Maryville Treatment Center program has been developed in collaboration with Gateway Foundation, and certified in conformance with ADA standards for Institutional Treatment Centers, as well as Missouri Department of Corrections policies and procedures. Our model for treating addictive disorders in therapeutic community is based on the foundational concepts of George DeLeon and others in the TC field, and reflected in the *Revised Therapeutic Communities of America Standards for TC's in Correctional Settings*, Office of National Drug Control Policy.

The Maryville Treatment Center is solely dedicated to providing alcohol and drug treatment in a modified therapeutic community (TC) Model, integrated with Missouri Re-Entry Process (transitional) services. Our program provides clients with intermediate and long-term, intensive treatment of substance use disorders in a structured, therapeutic learning environment.

Treatment consists of a four-week orientation to Therapeutic Community, followed by Intensive Addictions Treatment and Re-Entry Skills training. As part of our commitment to the DOC Missouri Re-Entry Process, Maryville Treatment Center also incorporates classes previously given in Transitional Housing Units as well as Medical and Mental Health treatment/classes in our residential treatment program. This includes Pathway-To-Change and the recently-implemented DAI curriculum for Anger Management.

Blended Model of State-Private Services

The Maryville Treatment Center program offers a unique service model in which State Department of Corrections, Division of Offender Rehabilitative Services (DORS) clinical staff are blended with clinical staff from Gateway Foundation, a private provider of treatment services, in a seamless and efficient delivery of programming. This teamwork occurs in a larger context of collaboration with DOC's Division of Adult Institutions (DAI) sections of MTC staff, since the concept of therapeutic community views all facility staff as part of an extended treatment team involved in the client's recovery.

- b. How many beds are allocated to those programs?

The Maryville Treatment Center houses 525 offenders participating in treatment services. Of those, 200 are able to participate in Long-Term (one-year) Court or Board ordered treatment programming. The remaining 325 offenders participate in Intermediate (six-month) programming.

- c. How many offenders do those programs serve each year?
We serve approximately 1000 offenders per year (445 x 2 plus 80)
- d. What percent of offenders successfully complete those programs?

Completion Summary 01/01/2013 – 11/30/2013		
	TOTAL	%
Total Successful Completers	725	91.6%
Terminated as Unsuccessful*	66	8.3%
Total Clients Serviced to Date in 2012	783	100%

***Cardinal Rule violations or lack of Therapeutic gain.**

During 01/01/2013 through 11/30/2013, we had 725 offenders successfully complete; 66 terminations and 70 administratively transferred for various reasons of ineligibility or voluntary withdrawal.

- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting? **The primary challenge is staffing. The location of most prison sites sets them apart from population centers and any type of significant pool of qualified candidates for treatment staff. Often, treatment providers and DORS must vie for the same few candidates.**

Other challenges come from needing to adjust treatment programming to work within institutional procedures.

5. Vocational Programs: NOT APPLICABLE

- a. What types of vocational education programs are offered at this institution?
- b. How many offenders (and %) participate in these programs each year?
- c. Do the programs lead to the award of a certificate?
- d. Do you offer any training related to computer skills?

6. Missouri Vocational Enterprises: NOT APPLICABLE

- a. What products are manufactured at this institution?
- b. How many (and %) of offenders work for MVE at this site?
- c. Who are the customers for those products?
- d. What skills are the offenders gaining to help them when released back to the community?

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care? **Yes.**
- b. how many offenders are seen in chronic care clinics? **321.**

- c. What are some examples of common medical conditions seen in the medical unit? **Complaints of headache, athlete's foot, common cold, back pain and toothache are the most common health complaints seen.**
- d. What are you doing to provide health education to offenders? **We have a yearly health fair; we give handouts for each sick call encounter; we supply pamphlets in the waiting area of the medical unit and health pamphlets are available in the resource room.**
- e. Have you had any cases of active Tuberculosis in this facility in the past year? **No.** If so, how
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? **Yes.** If yes, please explain. **As the prison population ages, there are more critical health concerns seen. The offender may not have taken care of their medical needs, either because of substance abuse issues or lack of funds to pay for health care. Often the prison system is the first or only exposure the offender has had to health care.**

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services? **Offenders can access mental health services via submission of an medical services request forms, staff referral, signing up for groups, through the course of conducting segregation rounds and in the event of a crisis, staff can phone mental health staff to determine the appropriate course of action to expedite services.**
 - b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? **There have been no successful suicides at MTC in the past 12 months. We are conducting routine Suicide Prevention training with staff during CORE training. Regular and proactive mental health services also attempts to aid in identifying individuals that may be experiencing thoughts of self-harm and try to serve those individuals as they are identified. Mental Health also participates in the annual Health Fair to provide information to the offender population.**
 - c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? **At last count, we had 55 mental health level-3 offenders at MTC. 46 of those are prescribed psychotropic medications for mental health reasons (by the psychiatrist).**
 - d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? **In order for an offender to receive psychotropic medications, they must be seen by the psychiatrist and diagnosed as having a Severe Mental Illness (SMI). These offenders are enrolled in the Mental Health Chronic Care Clinic (MHCCC) and are seen by the chief of mental health services at least one time monthly and by the psychiatrist at least once every 90 days (sometimes more often that that if clinically indicated). Offenders whose symptoms significantly impair their normal daily functioning sometimes have difficulty functioning in a general population environment. In such cases, the Mental Health score may be raised to MH-4, which would in turn necessitate that the offender be transferred to another institution to better meet their mental health treatment needs (as we typically do not serve MH-4 offenders at MTC). As a general rule, the level of service we provide at MTC (individual contacts, group, educational materials, psychiatric consultation, staff consultation, etc.) seems to adequately meet the needs of our offender population and the institution itself.**
9. What is your greatest challenge in managing this institution? **The biggest challenge is always staff for MTC. There are several reasons this poses a problem for MTC. The location is remote and less populated. There is a small pool of qualified staff to draw from and the pay**

scale is not comparable. Most companies in the area hire from MTC. Scheduling also poses a problem for treatment. We need to maintain the facility while allowing offenders to receive treatment.

10. What is your greatest asset to assist you in managing this institution? **Maryville is fortunate to have staff that take a team approach to problem solving and are dedicated to being the best at what they do. It is always good to have the support of upper management as we do more with less.**
11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?) **The fleet and its conditions are as follows.**

License #	Year	Make/Model	Mileage	Condition
13-0120M	1999	DODGE VAN	86924	Fair
13-0269M	1996	DODGE UTILITY 4WD	46623	Fair
13-0270M	1997	FORD TRUCK OT	48223	Fair
13-0272M	2006	DODGE MINI VAN	143278	Fair
13-0274M	2006	DODGE MINI VAN	149564	Fair
13-0277M	2005	FORD VAN 15 PASSENGER	230384	Fair
13-0281M	1996	JEEP UTILITY 4WD	95350	Poor
13-0282M	1996	DODGE UTILITY 4WD	49370	Fair
13-0286M	1992	CHEVY UTILITY 4WD	80694	Poor
13-0287M	1998	FORD TRUCK OT	14656	Fair
13-0331M	2012	FORD VAN 15-PASSENGER	78828	Good
13-0339M	2007	FORD SEDAN	85018	Good
13-0393M	1987	CHEVY C-60 TRUCK	40723	Fair
13-0395M	2006	FORD E-350 VAN	81746	Very Poor
13-0509M	2002	FORD SEDAN	142641	Fair
13-0703M	2005	FORD VAN 15-PASSENGER	229987	Fair
13-0781M	2003	FORD SEDAN	112934	Fair
32-0227M	2008	CHEVY SEDAN	97466	Good
32-0263M	2008	CHEVY MIN VAN	120485	Good

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer) The morale of the custody staff at MTC is assessed overall as medium. Certainly some individual custody staff members exceed this rating while others fall below this rating. The primary reasons for the medium to low morale are the low pay and stressful working environment. In addition, some staff members are change adverse and are experiencing difficulty adjusting to operational changes.**

13. Case Managers:

- a. How many Case Managers are assigned to this institution? **6; 5 filled with Case Managers and 1 filled with a CCA.**
- b. Do you currently have any Case Manager vacancies? **No**
- c. Do the case managers accumulate comp-time? **Minimal**
- d. Do the case managers at this institution work alternative schedules? **They only work an alternate schedule as needed.**

- e. How do inmates gain access to meet with case managers? **Treatment offenders submit a line of communication form to classification staff who then respond to the issue. Classification staff also make daily tours of their assigned floors to address issues.**
- f. Average caseload size per case manager? **Average caseload per Case Managers is 108.**
 - # of disciplinary hearings per month? **143 average**
 - # of IRR's and grievances per month? **21 IRRs and 6 grievances**
 - # of transfers written per month? **11 average**
 - # of re-classification analysis (RCA's) per month? **100 RCAs average**
- g. Are there any services that you believe Case Managers should be providing, but are not providing? **I do not think there are any additional services we need to be providing. I do wish there were more local resources available for re-entry purposes, but there just aren't many in this area.**
- h. If so, what are the barriers that prevent Case Managers from delivering these services? **Lack of resources in this area.**
- i. What type of inmate programs/classes are the case manager at this institution involved in? **CaseManagers facilitate Pathway To Change, Impact of Crime on Victims Class, Anger Management and InsideOut Dads. They are also involved in various aspects of the Missouri Reentry Process.**
- j. What other duties are assigned to case managers at this institution? **CaseManagers assist in providing substance abuse treatment services and are highly involved in the Therapeutic Community process. They participate in Offender Management Teams and Program Review Committee processes. They attend and participate in floor meetings and tighhouse as needed. CaseManagers assist with training of other staff and are members of various committees. They are also the Visiting Liaison, Required Activities/Work Release Assistant Coordinator, Grievance Officer and Restorative Justice Coordinator. CaseManagers complete the Transition Accountability Plans with all offenders and to try to provide information for reentry services. In addition, they complete their regular duties of disciplinary hearings, classifying offenders, processing visitation requests and addressing offender questions and issues.**

14. Institutional Probation and Parole officers:

- a. How many parole officers are assigned to this institution? **4**
- b. Do you currently have any staff shortages? **No**
- c. Do the parole officers accumulate comp-time? **Minimal**
- d. Do the parole officers at this institution flex their time, work alternative schedules? **As needed**
- e. How do inmates gain access to meet with parole officers? **Call Out Process or LOC Process**
- f. Average caseload size per parole officer? **Population divided by 4 officers**
 - # of pre-parole hearing reports per month? **3 during CY13**
 - # of community placement reports per month? **70**
 - # of investigation requests per month? **79**
- g. Are there any services that you believe parole officers should be providing, but are not providing? **No**
- h. If so, what are the barriers that prevent officers from delivering these services? **N/A**
- i. What type of inmate programs/classes are the parole officers at this institution involved in? **None presently**

- 15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. **The number one issue on our list is the same; replacement**

windows in Bldgs. 2 & 3. My first concern is the safety with the windows in Bldg 3 being single pane. This also affects the efficiency when heating the building. This type of window in both buildings makes it very difficult to control the heating and cooling which can be very costly.

16. Does your institution have saturation housing? **Yes** If so, how many beds? **36**

17. Radio/Battery Needs:

- a. What is the number of radios in working condition? **120**
- b. Do you have an adequate supply of batteries with a good life expectancy? **Yes**
- c. Are the conditioners/rechargers in good working order? **All battery chargers and conditioners are fully functional and meet current needs.**

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Missouri Eastern Correctional Center				
Custody Level	Medium/Minimum		Warden	Jennifer Sachse
Total Acreage	250		Address	18701 Old Highway 66
Acreage w/in Perimeter	40			Pacific, MO 63069
Square Footage	247884		Telephone:	636.257.3322
Year Opened	1981		Fax:	636.257.5296
Operational Capacity/Count (as of December 20, 2013)	1100/1083			
General Population Beds (capacity and count as of December 20, 2013)	1024/986		Deputy Warden	Michael Layden
Segregation Beds (capacity and count as of December 20, 2013)	100/92		Deputy Warden	Brenda Short
Treatment Beds (capacity and count as of December 20, 2013)	0		Asst. Warden	George Hayes
Work Cadre Beds (capacity and count as of December 20, 2013)	0		Asst. Warden	
Diagnostic Beds (capacity and count as of December 20, 2013)	0		Major	Alan Ham
Protective Custody Beds (capacity and count as of December 20, 2013)	0			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
 - Fair
- b. What capital improvement projects do you foresee at this facility over the next six years?
 - Due to continuing budget cuts, we are unable to project if there will be any capital improvements in the next six years.
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
 - The capital improvements needed are the replacement of the roofs on our Administration, Recreation and Programs buildings, replacement of the food service floor, and the replacement of our perimeter road and parking lot. As well, all original boilers, chillers and generators should be replaced due to their ages, unreliability and cost to maintain. The completion of these projects is crucial, as failing to do so will create damage elsewhere. For example, water leaking from the roof has created damage inside the buildings, and deterioration of our perimeter road causes vehicle damage.

2. Staffing:

- a. Do you have any critical staff shortages?
 - No.
- b. What is your average vacancy rate for all staff and for custody staff only?
 - All staff = 3 per month, Custody staff = 4 per month.
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
 - Due to limited funding for comp time payouts, we must closely monitor and manage all comp time that is earned. It is a very tedious and time-consuming task for supervisors.
- d. What is the process for assigning overtime to staff?
 - First we request volunteers, then, if necessary, we select a name from the overtime list.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
 - Approximately 75% is used, 25% paid out.
- f. Is staff able to utilize accrued comp-time when they choose?
 - Yes, at times.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
 - Students enrolled: 354 enrolled, E2-5 at MECC - 483 73% (total), Seats available: 360 98% occupancy
- b. How many (and %) of inmate students earn their GED each year in this institution?
 - GED results: 50 passed GED, 61 tested, 82% pass rate
- c. What are some of the problems faced by offenders who enroll in education programs?
 - Problems faced by students: Motivation is the largest hinderance to students. Students that are motivated move through the program and achieve progress toward the High School Equivalency certificate. Students that are not motivated tend to take longer.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?
 - Living in Balance is a 60 hour, 24 session *educational* program that focuses on the effects drug involvement has behaviorally and cognitively on lives and the changes needed to become competent productive citizens in society upon release.
- b. How many beds are allocated to those programs?
 - 0
- c. How many offenders do those programs serve each year?
 - 211
- d. What percent of offenders successfully complete those programs?
 - 84.2%
- e. What, in you opinion, is the biggest challenge to running a treatment program in a prison setting?
 - Offenders being allowed to drop out without consequences. Not offering an evening program for the offenders on outside clearance or involved in other day time classes. Offenders needing to leave class to go to property issue, case manager meetings, canteen pick-up or dog training. Offenders have a difficult time accessing me in times of crisis or when they need counseling services. Office is a part of the classroom so when doing one-on-one counseling it interrupts class or class disrupts discussion/lack of confidentiality. General staff lack understanding of addiction and the issues that surround it.

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?
 - Presently we offer "Professional Landscaping and Gardening".
- b. How many offenders (and %) participate in these programs each year?
 - We anticipate 3 classes per year, 15 students per class for a total of 45 students per year.
- c. Do the programs lead to the award of a certificate?
 - Yes, a Department of Labor certificate will be earned by the graduates.
- d. Do you offer any training related to computer skills?
 - Not yet, but in the future we hope to offer "Web Design".

6. Missouri Vocational Enterprises: MECC does not currently manufacture any products

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?
 - Yes.
- b. How many offenders are seen in chronic care clinics?
 - This varies as offenders are constantly being transferred in/out and released. There are 700 clinic spots; some offenders are in multiple clinics.
- c. What are some examples of common medical conditions seen in the medical unit?
 - HTN, high cholesterol, asthma, chronic pain, diabetes, hay fever, skin problems, etc.
- d. What are you doing to provide health education to offenders?
 - Offenders receive education during each visit whether it's for chronic care or a regular sick call visit. We also hold an annual health fair and have handouts available all the time in the medical unit.
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?
 - No.
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain
 - There has been an increase in the number of chronic care clinics but it seems to be on more of a steady incline but can also vary with how often we release and transfer offenders

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?
 - If the offender is in Chronic Care Clinic they will be automatically seen by MH staff. Otherwise, any offender can send in a Medical Services Request form to be seen and or custody/caseworkers/Medical staff can refer offenders to MH.
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?
 - No suicides in 2013.
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?
 - 206/19%
- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?
 - 231 offenders are on the Chronic MH caseload at this time. They are seen once per month initially by the MH-RN and or monthly by the MH-RN depending on type of medications prescribed; monthly by a licensed counselor and at least every 90 days by a Psychiatrist/MD.

9. What is your greatest challenge in managing this institution?

The greatest challenges are the turnover of line staff to higher paying jobs, and maintaining and ensuring repairs of a 30 year old facility with less money each year.

10. What is your greatest asset to assist you in managing this institution?

Tenured, dedicated staff.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

Poor. We have numerous vehicles with over 130,000 miles, resulting in costly repairs. These are not cost-effective on vehicles with excessive mileage.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. (Please have the Major answer)

For the most part morale is medium, with officers feeling that there is inadequate communication between custody supervisors and themselves. Staff members have fully acclimated to institutional changes such as controlled movement and custody levels; with few exceptions, they are in full support of them. An issue that continues to drag morale down to low is salary.

13. Caseworkers:

A. How many caseworkers are assigned to this institution?

- 16

B. Do you currently have any caseworker vacancies?

- No.

C. Do the caseworkers accumulate comp-time?

- No.

D. Do the caseworkers at this institution work alternative schedules?

- Yes

E. How do inmates gain access to meet with caseworkers?

- Scheduled office hours, Housing Unit tours and through letters, Wing Representative. Meetings.

F. Average caseload size per caseworker? 94

- # of disciplinary hearings per month? 90
- # of IRR's and grievances per month? 10
- # of transfers written per month? 20-30
- # of re-classification analysis (RCA's) per month? 35

G. Are there any services that you believe caseworkers should be providing, but are not providing?

- No.

H. If so, what are the barriers that prevent caseworkers from delivering these services? n/a

I. What type of inmate programs/classes are the caseworkers at this institution involved in?

- Inside Out Dad, Anger Management, Pathway To Change, Impact of Crime on Victims, Beat The Street, 4H for life, Alternative to Violence, Puppies for Parole.

J. What other duties are assigned to caseworkers at this institution?

- Birth certificates, social security applications, facilitate in-service training, Medicaid, state identification cards, Free Application for Federal Student Aid, vocational training application, case management meetings, mentor, assist with home plans, assist legal issues, access to employment information, evidence-based inquiries, Missouri Department of Transportation assessment and payroll, outside clearance applications, visiting applications, Missouri Uniform Law Enforcement System, job assignments, Adult Internal Classification System data entry, Transitional Assistance Program, administrative segregation hearings, grievances, restorative justice, green checks/account issues, assist with property for administrative segregation placement and Acting Functional Unit Manager capacity, investigations, housing unit inspections, institutional inspections, institutional tours, interview boards, etc.

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution?
 - 6
- B. Do you currently have any staff shortages?
 - yes one parole officer - doing interviews on 1/3/14
- C. Do the parole officers accumulate comp-time?
 - rarely
- D. Do the parole officers at this institution flex their time, work alternative schedules?
 - yes
- E. How do inmates gain access to meet with parole officers?
 - Open office hours or notes
- F. Average caseload size per parole officer?
 - 60-120 this year - seem to be less with new classification
 - # of pre-parole hearing reports per month? 8-20 seem to be more with new classification
 - # of community placement reports per month? 8-20 seem to be more with new classification
 - # of investigation requests per month? 50-65 varies per month
- G. Are there any services that you believe parole officers should be providing, but are not providing?
 - Parole orientation class
- H. If so, what are the barriers that prevent officers from delivering these services?
 - time
- I. What type of inmate programs/classes are the parole officers at this institution involved in?
 - Offenders Offering Alternatives and a Pre-Release Class

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. n/a

16. Does your institution have saturation housing?

MECC does not have saturation housing.

17. Radio/Battery Needs:

- What is the number of radios in working condition?
 - 345 of 350
- Do you have an adequate supply of batteries with a good life expectancy?
 - Yes.
- Are the conditioners/rechargers in good working order?
 - Yes.

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Moberly Correctional Center				
Custody Level	C-1 & C-2		Warden	Dean Minor
Total Acreage	232		Address	5201 S. Morley
Acreage w/in Perimeter	80			Moberly, MO 65270
Square Footage	520,576		Telephone:	660-263-3778
Year Opened	1963		Fax:	660-263-8206
Operational Capacity/Count (as of December 20, 2013)	1,800			
General Population Beds (capacity and count as of December 20, 2013)	Capacity-1,428 Count-1,242		Deputy Warden	Teresa Thornburg, Offender Management
Segregation Beds (capacity and count as of December 20, 2013)	Capacity-214 Count-147		Deputy Warden	Lisa D. Pogue, Operations
Treatment Beds (capacity and count as of December 20, 2013)	Capacity-0 Count-0		Asst. Warden	Sherry Blattel-Dunseith
Work Cadre Beds (capacity and count as of December 20, 2013)	Capacity-0 Count-0		Asst. Warden	
Diagnostic Beds (capacity and count as of December 20, 2013)	Capacity-0 Count-0		Major	Steven Simmons
Protective Custody Beds (capacity and count as of December 20, 2013)	Capacity-158 Count-102			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
Good
- b. What capital improvement projects do you foresee at this facility over the next six years?
 - Upgrade/Replace vehicle sally port and truck gate entry controls
 - Repair/Replace kitchen floor in Food Service
 - Replace dilapidated high temperature water lines in Administration Building heating and air conditioning system.
 - Replace aged high temperature water lines utilized throughout the institution for heat and hot water systems.
 - Upgrade / Repair heating system in Housing Unit Four.
 - Resurface perimeter roads and parking lots.
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
The sally port and truck gate system is a major security concern and is critical to the security of the institution. The kitchen floor is a critical safety and sanitation concern. The asbestos situation is a critical safety issue. The aged piping on the heating systems and high pressure

system become are critical as they are becoming unreliable and are critical systems to operations. Therefore, they are all critical to the long term stability of the institution. The other items are important in that staying on top of these issues is critical to the long term maintenance and efficiency of the institution.

2. Staffing:

- a. Do you have any critical staff shortages?
No critical shortages
- b. What is your average vacancy rate for all staff and for custody staff only?
Custody: 1%
Non-Custody: 2%
Overall: 1%
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
Yes.
- d. What is the process for assigning overtime to staff?
We utilize a voluntary overtime list. We try to achieve consistency when assigning overtime; however, some posts require more overtime (i.e. Transportation Officers). This is due to court outcounts, medical appointments, and emergency medical outcounts. It is difficult to impossible to accurately predict staffing needs in all situations. When it is necessary to mandate overtime, we utilize a seniority based system.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
Utilized comp=29%
Paid comp=43%
- f. Is staff able to utilize accrued comp-time when they choose?
Efforts are made to work with employees to grant the usage of comp time at a mutually convenient time for supervisors and employees.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
Approximately 480 of the 530 available and eligible offenders are enrolled or 91%.
- b. How many (and %) of inmate students earn their GED each year in this institution?
Approximately 96 for calendar year 2013 or 20% of inmate students.
- c. What are some of the problems faced by offenders who enroll in education programs?
 - Attitude – Many offenders have failed in school while on the streets and need to find success in order to advance and work up to their ability.
 - Many offenders have been labeled as “learning disabled” and believe they cannot learn.
 - Poor communication skills.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?
 - Relationship

- Lifestyles & Values
 - Relapse, Recovery and Recidivism
 - Commitment to Change
 - Commitment to Change II
 - Commitment to Change III
 - Basic Relapse Prevention
 - Living in Balance
 - Good Intentions, Bad Choices
 - Anger Management
- b. How many beds are allocated to those programs?
Not applicable, as participation is not linked to beds.
- c. How many offenders do those programs serve each year?
600-800
- d. What percent of offenders successfully complete those programs?
Approximately 60%; this stays about the same due to transfers, parole releases, going to disciplinary segregation, and no shows.
- e. What, in you opinion, is the biggest challenge to running a treatment program in a prison setting?
- Denial of a problem
 - Lack of responsibility (showing up for class on time & successfully completing)
 - Attitude towards making positive change
 - Thinking they will start on recovery when they reach the streets
 - Not wanting to ask for help

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?
Currently MCC offers a welding course which allows for apprenticeship with the Department of Labor and a letter of completion from the Department of Corrections, as well as hands-on-training with welding equipment. The course is also accredited through the National Center for Construction Education and Research (NCCER) with the students receiving a certification through NCCER. This accreditation is awarded by module, so if a student is unable to complete the program they still receive credit for modules completed on NCCER's national database which potential employers can access.
- b. How many offenders (and %) participate in these programs each year?
Approximately 30 offenders participate in these programs per year.
- c. Do the programs lead to the award of a certificate?
All offenders completing the class receive a DOC completion certificate, a Department of Labor Apprenticeship certificate, and a certificate from National Center for Construction Education and Research, which includes an ID card and registration number so employers can verify training.
- d. Do you offer any training related to computer skills?
All CTE classes utilize technology in some manner, as well as some usage of the computer. For the welding program computer skills utilized would be based upon reinforcement of

lesson information and basic business skills. This includes email etiquette, how computers operate, and basic knowledge of hardware and software. Training is also provided on how computers have changed the construction and welding industries.

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?
 - Vehicle Decals
 - Picnic Tables
 - Shelving Units
 - BBQ Grills
 - Rolling File Cabinets
 - Beds
 - Footlockers
 - Tables for the Institution
 - File Cabinets
 - Specialty License Plates
 - Highway Signs
 - 4-Color Printing of State Forms, Envelopes, and Publications
 - Laundry Services for the Institution along with the University of Missouri Hospitals, Residence Halls, and Jefferson City Hospital.
 - Specialty items are made upon request
- b. How many (and %) of offenders work for MVE at this site?
MVE employs 325 or 20% of capable offender workers at MCC.
- c. Who are the customers for those products?
Any tax-supported entity (state, city, county, and federal) Not-for-Profit organizations and state employees.
- d. What skills are the offenders gaining to help them when released back to the community?
Offenders working for MVE at MCC learn skills that are transferrable to manufacturing and many other types of businesses. Many of the offenders at MCC are registered with the U. S. Department of Labor Apprentice Program in a variety of skilled areas including, but not limited to:
 - Bindery Machine Operator
 - Coating, Painting, and Spraying Machine Setter
 - Combination Machine Tool Setter and Operator
 - Computer Operator
 - Industrial Machinery Mechanic
 - Laundry Machine Operator
 - Material Inspector
 - Mechanical Drafter
 - Press and Press Brake Machine Setter
 - Printing Press Machine Operator
 - Production Laborer
 - Production, Planning, and Expediting Clerk
 - Welder
 - Work Ethics and Job Responsibility

- Necessary Skills to Survive After Release

7. Medical Health Services:

a. Is the facility accredited by the National Commission on Correctional Health Care?

Yes

b. How many offenders are seen in chronic care clinics?

The chronic care clinics number of offenders is as shown below and some of the patients are enrolled in more than one clinic:

- Cardiovascular: 405
- Pulmonary: 83
- Infectious Disease: 6
- Diabetes: 68
- Internal Medicine: 66
- Seizures: 121
- Infectious Disease Non-TB: 30
- Pulmonary Non-Asthma: 38
- Endocrine Non-Diabetes: 21
- Cancer: 21
- Hepatitis C: 285
- Glaucoma: 14
- Chronic Hepatitis B: 10
- Chronic Pain: 114

c. What are some examples of common medical conditions seen in the medical unit?

- Diabetes
- Hypertension
- Seizures
- Hepatitis
- Cardiovascular Disease
- Asthma
- Other Conditions
- Nurses sees patients through sick call for such complaints as colds, back pain, athlete's foot, hemorrhoids, insect bites, sprains, and other injuries and illnesses.

d. What are you doing to provide health education to offenders?

We provide pamphlets and instruction sheets to offenders in the chronic care clinics and during sick call. Physicians and nurses also provide health education verbally to offenders. Numerous posters and notices are posted for offenders regarding general health risks such as flu and accidents. An annual health fair is conducted as well.

We also do a lot of education any time we get a new dialysis patient or even before that patient starts dialysis, they are given information and the dialysis nurses sit down and talk with them about what to expect.

e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?

No

f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain

Yes, we are faced with more chronically ill patients as the prison population ages. With this, we are faced with concerns regarding their ability to ambulate stairs and distances effectively, their ability to maintain their cognitive processes regarding use of medications and appointments, and their general knowledge of their disease process and treatment options. We find that older populations require more follow-ups, more treatments, more medications, and more staff interaction.

8. Mental Health Services:

a. How do offenders go about obtaining mental health treatment services?

All mental health 3 offenders or higher (moderate to maximum need) are automatically scheduled to see a Qualified Mental Health Professional at least once per month. Mental Health 4 offenders meet with a psychiatrist once per month as well as the Qualified Mental Health Professional. Any offender can receive mental health services by request through completing a Health Services Request form and checking the mental health box. All offenders at MCC, regardless of mental health score, can self refer for individual and/or group counseling. Any staff person can refer an offender for a mental health evaluation/consultation.

Offenders may also participate in the following programs:

- Adjustment to Incarceration (Coping with Incarceration)
- Aftercare Transition Group (Life After Release)
- Anxiety Management
- Charting a New Course (Planning For a Better Life)
- Cognitive Behavioral Therapy Group
- Chronic Suicidal Thoughts/Suicidal Behaviors (Coping and Hoping)
- Dealing With Feelings
- Depression Group
- Grief Support (Grief and Loss)
- Healthy Relationships
- Psychotropic Medication Management Group
- Responsible Parenting
- Sleep Hygiene Group
- Taking a Chance on Change
- Thinking Errors
- Trauma Group
- Understanding Mental Health With Symptom Management (Accepting Mental Illness)

b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

There were no suicides at MCC in 2013. Offenders who are high risk of committing suicide are “red flagged” at the time of intake by receiving a “Suicide Risk” score of two or higher. All MCC staff has been trained in suicide prevention. In addition, the MARS screen has been modified to allow staff to see the suicide risk score. High risk offenders are not allowed to have any medications in their cells. All offenders with a past history of suicide attempts are staffed monthly in the Clinical Executive Committee meeting.

c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

The Moberly Correctional Center has on average 24% of the total population on psychotropic medications.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

On average, we house approximately 24 offenders who carry a mental health score of MH-4 and approximately 375 with a MH-3 score. All offenders who carry a MH-4 rating are seen monthly by their Qualified Mental Health Professional and their treating psychiatrist. MH-3 offenders are seen once per month. Psychiatric staff monitors these offenders closely. A psychiatric nurse is also available to provide interventions as needed.

9. What is your greatest challenge in managing this institution?

MCC was built in 1963. Operating and maintaining an institution designed and built almost fifty years ago is a challenge. Maintaining positive morale of employees in a difficult economy, while benefits are reduced and wages fall behind becomes increasingly difficult. Funding for needed capital improvements has not been made available under present budget conditions. These issues are compounded each year they are put off.

10. What is your greatest asset to assist you in managing this institution?

Our greatest asset at MCC is our capable, experienced, and willing staff.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

Our fleet is in fair condition. Our vehicles range in years from 1998 to 2008. The fleet ranges from 54,000 miles to 190,000 miles. Most are in sound running condition, but we increasingly have to pull vehicles off line for repairs and we have multiple vehicles in need of replacement.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

Generally, MCC staff has a great attitude toward the institution, their careers, and the mission of the Department. The staff at MCC maintains a high level of professionalism and strives to do the best they can. However, several employees routinely discuss the higher cost of living, and rising insurance costs. The need for many staff to work two jobs to maintain their families and homes is a continuous struggle for most.

13. Caseworkers:

- A. How many caseworkers are assigned to this institution?

Case Managers-23

Corrections Classification Assistants-3

Clerical-6

Functional Unit Managers-4

- B. Do you currently have any caseworker vacancies?

No

- C. Do the caseworkers accumulate comp-time?

No

- D. Do the caseworkers at this institution work alternative schedules?

Yes

- E. How do inmates gain access to meet with caseworkers?

They have an open door policy or by written request.

F. Average caseload size per caseworker?

95

- # of disciplinary hearings per month? 312
- # of IRR's and grievances per month? IRR-94 & Grievances-28
- # of transfers written per month? 105
- # of re-classification analysis (RCA's) per month? 202

G. Are there any services that you believe caseworkers should be providing, but are not providing?

No

H. If so, what are the barriers that prevent caseworkers from delivering these services?

N/A

I. What type of inmate programs/classes are the caseworkers at this institution involved in?

- Impact of Crime on Victims
- Anger Management
- Pathway to Change
- Inside Out Dads
- Puppies for Parole
- Restorative Justice
- Pay It Forward

J. What other duties are assigned to caseworkers at this institution?

- Grievance Officer
- PREA Assistant
- Restorative Justice Coordinator
- MRP office is handled by two Case Managers and one IAC.
- Classification personnel cover custody posts as circumstances require.

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution? 9

B. Do you currently have any staff shortages? No

C. Do the parole officers accumulate comp-time? No

D. Do the parole officers at this institution flex their time, work alternative schedules? Yes

E. How do inmates gain access to meet with parole officers? A parole officer is available in the MRP office and chapel office within the institution. All other officers can be contacted through written request or by dictated communication.

F. Average caseload size per parole officer? 300 per PO. We have two Parole Officers that have specialized caseloads. One handles all releases and the other handles all offenders with active probations or 120 day probations.

- # of pre-parole hearing reports per month? 70-80
- # of community placement reports per month? 10-15
- # of investigation requests per month? 80-90

G. Are there any services that you believe parole officers should be providing, but are not providing? No

H. If so, what are the barriers that prevent officers from delivering these services? N/A

I. What type of inmate programs/classes are the parole officers at this institution involved in? Parole officers will begin facilitating programs/classes once trained. These programs will include ICVC, Anger Management, Pathways to Change and possibly Inside Out Dads.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

The fact our department consistently lags far behind other state's department of corrections and other industries in salary is a concern regarding the recruiting and retention of quality, professional employees. We appreciate the support we consistently receive from the Joint Committee on Corrections and realize you face difficult challenges. We thank you for your service.

16. Does your institution have saturation housing? If so, how many beds?
MCC has no saturation housing.

17. Radio/Battery Needs:

a. What is the number of radios in working condition?
380

b. Do you have an adequate supply of batteries with a good life expectancy?
We currently have an adequate supply of radio batteries in stock and the chargers are in good condition.

c. Are the conditioners/rechargers in good working order?
Our radio system is in good condition.

Joint Committee on Corrections

2013- 2014

Information for Legislative Institutional Visits

Facility Name:	NORTHEAST CORRECTIONAL CENTER			
Custody Level	1 & 2		Warden	James A. Hurley
Total Acreage	112 Acres		Address	13598 Airport Rd.
Acreage w/in Perimeter	42 Acres			Bowling Green, MO 63334
Square Footage	1,829,520		Telephone:	(573) 324-9985
Year Opened	1998		Fax:	(573) 324-5339
Operational Capacity/Count (as of December 20, 2013)	2106 / 2100			
General Population Beds (capacity and count as of December 20, 2013)	1844 / 1863		Deputy Warden	Chantay R. Godert (Operations)
Segregation Beds (capacity and count as of December 20, 2013)	192 / 171		Deputy Warden	William E. Jones (Offender Management)
Treatment Beds (capacity and count as of December 20, 2013)	62 / 62		Asst. Warden	Richard (Scott) Griggs
Work Cadre Beds (capacity and count as of December 20, 2013)	8 / 4			
Diagnostic Beds (capacity and count as of December 20, 2013)	N/A		Major	Timothy P. Truelove
Protective Custody Beds (capacity and count as of December 20, 2013)	N/A			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
Good
- b. What capital improvement projects do you foresee at this facility over the next six years?
 - 1) *Replacement of security system control computer. This improvement is currently in the works and we are looking forward to the vast improvements to our overall security.*
 - 2) *Del-Norte security fence. This is also pending, and will provide a great relief to maintenance staff and custody staff alike, as the fence continually malfunctioned and finding replacement parts was becoming an impossibility.*
 - 3) *Heating loop replacement*
 - 4) *Parking lot and perimeter road resurfacing*
 - 5) *Replacing transport bus. Our current bus requires frequent repairs and often breaks down during offender transports.*
 - 6) *Replacement of fire alarm system.*
 - 7) *Roof repair*

- c. How critical do you believe those projects are to the long-term sustainability of this facility?
As we are currently already making improvements to our security computer control system and security fence, our next urgent concern is our heating loop. Thousands and thousands of gallons of water is lost due to leaks and many man-hours are required to make frequent repairs as well as we can. Resurfacing the lot and perimeter roads is also becoming more important, as damages are occurring because of the condition. Our transportation bus is also become increasingly problematic and it is a security concern whenever the bus breaks down in transit. Our concerns with the roofs is the potential for mold issues, which could result in high-dollar repairs.

2. Staffing:

- a. Do you have any critical staff shortages?
Our Recruiting Team has done an outstanding job helping us keep our front line custody positions filled. However, we continue to face challenges with unavoidable shortages with staff we already have due to military leave, extended FMLA leave and a relatively large number of staff placed on light-duty this year.
- b. What is your average vacancy rate for all staff and for custody staff only?
NECC is experiencing approximately 8 vacancies a month (1.5%) for total staff: 2.5 vacancies per month (2%) for non custody staff, and 6 vacancies per month (or 1.5%) for custody.
- c. Does staff accrual or usage of comp-time by staff affect your management of the institution?
It can. Ensuring that the minimum staffing levels are met while at the same time being fair to staff is sometimes a challenge.
- d. What is the process for assigning overtime to staff?
NECC has made significant strides in reducing overtime by emphasizing the use of flex time. Those mandated to work overtime are pulled from a rotating list. Once overtime is served, employees drop to the bottom of the list. Overtime is rarely required of non-custody staff.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
Approximately 75% of hours worked over are flexed off during the same week, with the remaining 25% being paid out in comp time.
- f. Is staff able to utilize accrued comp-time when they choose?
If we are able to maintain our minimum staffing requirements, we try to allow staff to take off their comp time at their choice,

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
Currently there are 209 inmates enrolled in school. This is 40% of the eligible inmates, those with E-Scores ranging from 2-5.
- b. How many (and %) of inmate students earn their GED each year in this institution?
1119 inmates have earned their GED since 9/9/98, which is an average of 75 offenders attaining their GED each year. 78% of those inmates taking the test pass the test.
- c. What are some of the problems faced by offenders who enroll in education programs?
When offenders enter the educational program, they face three basic problems. First, they see no need for having an education. They were making a living without an education, so why attain one now? Secondly, they enter the educational program with learned failure. They have been constantly told they would fail. Their behavior has proven they are failures. They have very little idea what success is. Thirdly, they lack the self-discipline to plan for the future; therefore, they have difficulty setting goals for themselves. It is difficult to attain a GED when short-sightedness dominates your lifestyle.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?
Gateway provides a 180 day and 365 day therapeutic community treatment.
- b. How many beds are allocated to those programs?
62
- c. How many offenders do those programs serve each year?
139
- d. What percent of offenders successfully complete those programs?
75.05%
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?
Having limited time with clients in treatment due to counts, and DOC call-outs. A challenge is working our program around the institution's schedule: Canteen, count, med-line, and various other activities can interfere with a daily schedule. These things are unavoidable, however, and the program has adjusted. The Department of Corrections and Gateway work together to provide a continuation of services. The offender's ability to sign out at will after being stipulated to treatment is a challenge. This decreases their motivation to participate in and successfully complete the program.

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?
Professional Gardening, Building Trades, Microcomputer Repair Program
- b. How many offenders (and %) participate in these programs each year?
There were 34 offenders involved with these 2 classes in FY 3013. (Professional Gardening started in January, 2013 & Building Trades started in April, 2013). (Each class can have up to 15 students per class. They may be able to complete as many as 3 classes per year.)
The computer program served approximately 96 students.
- c. Do the programs lead to the award of a certificate?
Both classes lead to a completion certificate and Department of Labor certificate. The Building Trades class also receives a NCCER Certificate. The computer program provides offenders with three college credits through the St. Charles Community College, as well as a certificate through the Department of Labor.
- d. Do you offer any training related to computer skills?
Both new classes have computers that can be used by students to enhance their class work. The computer program offers the Basic Computer Repair course, Applications (Microsoft Office), as well as an A+ course.

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?
MVE Office Systems Factory (OSF) produces office systems that include fabric and laminated panels, laminated work surfaces and file cabinets, and indoor or outdoor signs. We also make plaques and frames for pictures.
- b. How many (and %) of offenders work for MVE at this site?
The NECC Office Systems factory currently employs 50 offender workers. This number varies slightly with the volume of production at any given time. The maximum total is roughly 3% of the NECC population.
- c. Who are the customers for those products?

NECC OSF produces its products and sells them to various State departmental agencies, cities, counties and to the Arkansas Department of Corrections

- d. What skills are the offenders gaining to help them when released back to the community?

The factory has numerous skills that offenders may gain through employment.

First, working at NECC OSF helps offenders develop good habits through developing strong work ethics, proper hygiene, and courteous behavior towards staff and other offenders.

Second, we offer a Workplace Essential Skills course where each offender has the opportunity to learn necessary skills to obtain employment upon release. These include but are not limited to:

- Filling out a résumé.*
- Presenting one's self at an interview.*
- Developing communication skills.*
- Basic reading, writing and math skills.*

Finally, there is a United States Department Of Labor Apprenticeship Program in place that offers offenders certification of their skills through the DOL. This program is an ongoing project that offers offenders who are employed for extended periods real-world certification that can be used to obtain employment upon return to the community.

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?

Yes

- b. How many offenders are seen in chronic care clinics?

Approximately 500 per month

- c. What are some examples of common medical conditions seen in the medical unit?

Complications of Hepatitis C, HtN, chronic pain, muscle strain, cancer, cardiac Dz, infectious disease, Endocrine-DM, Hepatitis B, seizure disorders.

- d. What are you doing to provide health education to offenders?

On-on-one education, pamphlets, posters, annual health fair, group education

- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?

No

- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else?

Yes. An aging population raises the need for elderly care, greater manifestation of chronic illnesses, and housing concerns.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?

When an offender has a mental health concern, they complete a MSR requesting to be seen by mental health. Offenders are also referred to mental health by medical, custody and classification staff when they feel there is a mental health concern. When an offender is in crisis (death in the family, panic attack, etc.) they can come to medical and request to see a mental health staff member, if a mental health staff member is on site and available they will meet with the offender.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

There was one successful suicide at NECC during the past year.

If an offender states they are suicidal or any staff member believes that an offender is suicidal they are placed on suicide watch and are subsequently evaluated by a mental health

staff member. Mental Health staff members provide suicide prevention training to staff members during their annual CORE training.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

As of November 30, 2013, there were 447 offenders prescribed a psychotropic medication which is 21.2% of the population at this institution.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

As of December 26, 2013, at NECC we have 335 offenders in the Mental Health Chronic Care Clinic. Of those offenders 320 have a mental health score of a 3; 15 have a mental health score of a 4. Two of those who have a mental health score of a 4 are also on involuntary medication status. All offenders in the Mental Health Chronic Care Clinic are seen by a Qualified Mental Health Professional at least once per month, they are seen more often if necessary. Offenders with a mental health score of a 3 are seen by the psychiatrist at least every 90 days for medication evaluation. Offenders with a mental health score of a 4 are seen at least every 30 days by the psychiatrist for medication evaluation. Offenders who are on involuntary medication status are seen by the psychiatrist at least every 14 days for medication evaluation

9. What is your greatest challenge in managing this institution?

Maintaining full staffing continues to be an issue, particularly front line supervisory positions. Losing a number of positions over the past few years has put a strain on staff and many have left for civilian positions. Diminished benefits have attributed to the frequent vacancies.

10. What is your greatest asset to assist you in managing this institution?

As always, it is our staff. Even with all the challenges they face, NECC staff consistently step up to the plate, get the job done, and meet our deadlines. Their willingness to address whatever responsibilities that are asked of them is what makes this institution, in my opinion, one of the finest in the state.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

Overall our fleet is in fair to poor condition, with 3 vehicles over 200,000 miles and 15 vehicles over 100,000 miles. Our fuel economy ranges from 9mpg to 32mpg, with a combined average of all vehicles at 18.5mpg. The model ages of the vehicles range from 1996 to 2009 (our oldest vehicle is a 1996 Chevrolet P/U Truck and newest a 2009 Ford Crown Victoria). Vehicle mileage ranges from 73,000 to 255,600 with our Inmate transportation bus being the highest.

NECC classifies its vehicles as follows:

Vehicle Perimeter Patrol: 3 vehicles and one specialty 4WD vehicle for inclement weather

Inmate Transportation: 18 vehicles including a handicap van and a large-capacity transportation bus.

Staff pool vehicles: 3 Vehicles used for transporting staff members to training or special job duties.

Maintenance/ Specialty Vehicles: 7 vehicles used for maintaining institution (snow removal, Dump trucks, pulling heavy loads)

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

Staff morale is at a medium level here at NECC. It is affected mostly by moderately low income and cost of living. New employees have to work 10 years to be vested and they have to pay on their

retirement. Last issue is the amount of education that has been emphasized to promote from custody to classification.

13. Caseworkers:

- A. How many caseworkers are assigned to this institution?
22
- B. Do you currently have any caseworker vacancies?
2 vacancies
- C. Do the caseworkers accumulate comp-time?
Comp time is rare, and usually accumulated through issues such as during emergency situations, training (and travel), institutional searches, etc., and flexed whenever possible.
- D. Do the caseworkers at this institution work alternative schedules?
Yes. Offender programs occasionally require alternate scheduling (i.e., we currently have a class that is held 2 X week in the evenings)
- E. How do inmates gain access to meet with caseworkers?
Offenders submit written requests for an appointment, or meet with classification staff during open office hours.
- F. Average caseload size per caseworker? *An average of 2 caseworkers per housing unit of 200 offenders*
 - # of disciplinary hearings per month? *21.25*
 - # of IRR's and grievances per month? *6.35*
 - # of transfers written per month? *2.35*
 - # of re-classification analysis (RCA's) per month? *5.95**NOTE: The above totals are for the month of November 2013 and a relatively accurate average for any month*
- G. Are there any services that you believe caseworkers should be providing, but are not providing?
No
- H. If so, what are the barriers that prevent caseworkers from delivering these services?
N/A
- I. What type of inmate programs/classes are the caseworkers at this institution involved in?
ICVC, Pathways to Change, Inside/Out Dads, Anger Management, Puppies for Parole, ES/LS
- J. What other duties are assigned to caseworkers at this institution?
Assist with custody duties when called upon (searches, etc.), serve as Acting Functional Manager when necessary, and participation in policy review committees.

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution?
NECC has five Institutional Parole Officers and one Unit Supervisor
- B. Do you currently have any staff shortages?
No
- C. Do the parole officers accumulate comp-time?
No
- D. Do the parole officers at this institution flex their time, work alternative schedules?
Four Institutional Parole Officers work five days a week, eight hours a day. Arrival times vary from 7:00am to 7:30am. One Institutional Parole Officer works a four day week, ten hours a day. With prior approval from the Unit Supervisor, staff are allowed to flex their schedule within the week.

- E. How do inmates gain access to meet with parole officers?
Offenders use the "kyte" system and write their IPO a note for review. The offender either receives a reply by mail or is put on a call-out to see his IPO. Offices also have call-outs for offenders they need to see to complete a report, home plan, offender response, etc. At the present time, the IPO's go to the offenders assigned to treatment, the reception and orientation wings, and those assigned to segregation. Appointments are made with staff to use office space in each of these units.
- F. Average caseload size per parole officer? *Approximately 417*
- # of pre-parole hearing reports per month? *Approximately 65 per month*
 - # of community placement reports per month? *Approximately 6 per month*
 - # of investigation requests per month? *Approximately 36 per month*
- G. Are there any services that you believe parole officers should be providing, but are not providing?
None
- H. If so, what are the barriers that prevent officers from delivering these services?
N/A
- I. What type of inmate programs/classes are the parole officers at this institution involved in?
Because of changes in workload, NECC IPO's are not currently involved in any programs. However, one staff person does oversee the 64-bed treatment program, another staff person oversees the Institutional parole Officer's role in the Transitional Housing Unit, and one oversees the offenders release plans who have a mental health score of 4 or 5.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

It would be a major advantage to have some of the benefits that employees once enjoyed returned to them. While we appreciate the financial constraints of our state budget, benefits such as tuition reimbursement and matching 401K contributions would go a long way in supporting loyal staff who are well aware of their salary standings in comparison to the rest of our nation.

16. Does your institution have saturation housing? *N/A* If so, how many beds? *N/A*

17. Radio/Battery Needs:

- a. What is the number of radios in working condition?
315 radios in good working condition
- b. Do you have an adequate supply of batteries with a good life expectancy?
We currently have 166 new batteries in the armory, not including those already in use
- c. Are the conditioners/rechargers in good working order?
Yes

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name:	Ozark Correctional Center			
Custody Level	C1		Warden	Ed Davis
Total Acreage	80		Address	929 Honor Camp Lane
Acreage w/in Perimeter	12			Fordland, MO 65652
Square Footage	166,185		Telephone:	417-767-4491
Year Opened	1963		Fax:	417-767-2014
Operational Capacity/Count (as of December 20, 2013)	738/674			
General Population Beds (capacity and count as of December 20, 2013)	88/24		Deputy Warden	Offender Management Stacy Kleier
Segregation Beds (capacity and count as of December 20, 2013)	16/6		Deputy Warden	Operations Brian O'Connell
Treatment Beds (capacity and count as of December 20, 2013)	650/650		Asst. Warden	N/A
Work Cadre Beds (capacity and count as of December 20, 2013)	0		Asst. Warden	N/A
Diagnostic Beds (capacity and count as of December 20, 2013)	0		Major	Johnny Burkdoll
Protective Custody Beds (capacity and count as of December 20, 2013)	0			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
OCC is an older facility, but its condition would be considered good overall, with a few areas poor to fair. Steady improvements have been made to the infrastructure and buildings over the years. Two of the areas that were mentioned in our last report have been addressed, as we have replaced our radio system and have expanded/upgraded our wastewater treatment plant. Our perimeter security has also been significantly enhanced through the recent replacement of our perimeter fence detection system.
- b. What capital improvement projects do you foresee at this facility over the next six years?
Electrical service to our institution and throughout our buildings is insufficient for modern business use. Our service pre-dates computers, video and most common modern business use. All buildings, including the offender housing units, are at/near the maximum on circuits used and panel boxes. We are also susceptible to power spikes and lightning. A thorough electrical needs audit should be performed and our service upgraded accordingly.

We have four double-wide trailers used for drug treatment services that are badly in need of replacement. Two of the trailers are used for treatment staff office space, and the other two are used as offender programming space (which is always at a premium). These trailers are 18-20 years old, and were not made to withstand this type of use. Considering the age and condition of the trailers, repairs (though necessary) are not a very effective use of funds. Ideally these trailers would be replaced with a permanent building(s), but new trailers would be an acceptable and less-costly solution.

Replacement of exterior doors and windows is another area that needs attention. Our older buildings have single-paned windows in them, which are very inefficient and make it difficult to maintain a comfortable working environment for staff with offices in these areas (hot in the summer and cold in the winter). Metal exterior doors rust and warp over time, and we have several throughout the facility that need to be replaced.

We also will need to repair and possibly re-asphalt the entry road to the facility and the perimeter road at some point in the future.

- c. How critical do you believe those projects are to the long-term sustainability of this facility? The upgrades that we have received in the last few years (as noted above in 1.a.) were critical to the institution's long-term sustainability and indicate the department's commitment to OCC. As a dedicated drug treatment facility, treatment space is essential to accomplishing our mission, so we definitely need to look at some infrastructure improvements to support that. Though we can maintain for a while with the programming facilities we have, they are certainly inadequate and not worth putting much money into. Improvements to the electrical system are needed for the betterment of institutional operations, but are not currently at a critical point as far as our sustainability. The other areas noted above do need to be addressed, but we can continue to make improvements in a piecemeal basis if funding for larger projects are not available.

2. Staffing:

- a. Do you have any critical staff shortages?
We do not have any critical staff shortages, we have been fortunate to fill positions as they come available.
- b. What is your average vacancy rate for all staff and for custody staff only?
5% for All Staff and 1-2 % Custody
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
No because comp-time is being managed.
- d. What is the process for assigning overtime to staff?
We do not have a lot of overtime, but if the need arises we have a log that is seniority based on volunteers for overtime.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? 80 % time off and 20% paid off
- f. Is staff able to utilize accrued comp-time when they choose?
Non-custody staff is required to flex comp time if at all possible the week they earn it. Custody staff also tries to flex any time gained if at all possible that same week if the schedule allows it. Otherwise they submit a request for use of the comp time and the supervisor grants it if the schedule allows it.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
168 students/ approximately 25 % of OCC Population
- b. How many (and %) of inmate students earn their GED each year in this institution?
Approximately 70 per year/ 20 %
- c. What are some of the problems faced by offenders who enroll in education programs?
Long term drug/alcohol abuse, History of failure in Academics (especially non-readers)
Poor Economic Backgrounds, Poor Attitudes and Poor Testing Skills.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?

OCC operates a Modified Therapeutic Community Program. In 2013, we introduced the Collegiate Model as an adjunct to the TC Model, which provides increased engagement, empowerment, and individualization of services for the clients. The Collegiate Model utilizes a college type scheduling format, offering both required and elective courses. Clients, in collaboration with their counselor, create an individualized schedule built around other responsibilities.

- b. How many beds are allocated to those programs?
OCC has 650 allocated treatment beds
- c. How many offenders do those programs serve each year?
The program is one year in length, with a small number of clients assigned to a two year sentence. We usually operated at near maximum capacity and so serve 650 offenders per year.
- d. What percent of offenders successfully complete those programs?
Most recent data indicates a 95% completion rate
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting? **The primary challenges are related to conflicts between the facility's need for offender workers for facility operations and maintenance and the need of offender availability for treatment services.**

5. **Vocational Programs: DOES NOT APPLY TO OCC**

- a. What types of vocational education programs are offered at this institution?
- b. How many offenders (and %) participate in these programs each year?
- c. Do the programs lead to the award of a certificate?
- d. Do you offer any training related to computer skills?

6. **Missouri Vocational Enterprises: DOES NOT APPLY TO OCC**

- a. What products are manufactured at this institution?
- b. How many (and %) of offenders work for MVE at this site?
- c. Who are the customers for those products?
- d. What skills are the offenders gaining to help them when released back to the community?

7. **Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care? **Yes**
- b. How many offenders are seen in chronic care clinics?
465 offenders enrolled in 14 different clinics
- c. What are some examples of common medical conditions seen in the medical unit?
rashes, muscle strains, headaches, common colds
- d. What are you doing to provide health education to offenders?
protocol handouts and additional information given during sick call
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? **No**
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain
Yes, the chronic care clinics are growing and the offenders have bodies that are older than there years, due to abuse and neglect.

8. **Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services?
Offenders submit a MSR (Medical Service Request form) to request a mental health session. Offenders who take psychiatric medications are automatically seen on a monthly base.
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? **Zero successful suicides. Staff training on suicide prevention is facilitated by licensed mental health staff. All statements of self harm are taken seriously; mental health staff is notified and an evaluation is conducted.**
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? **83 offenders are on medication which is 11% of the maximum population.**

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? **96 offenders are considered chronically/seriously mental ill. They are enrolled in mental health chronic care and are seen by licensed staff at least monthly.**

9. What is your greatest challenge in managing this institution?

Limited budget for upkeep of an older facility, and the lack of adequate space for programming that is required under our contract with the Gateway Foundation.

10. What is your greatest asset to assist you in managing this institution?

We are very fortunate to have been able to recruit and retain exceptional staff, especially supervisory staff. All OCC staff are committed to the mission of long-term treatment, and to the therapeutic community model.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

High mileage; fair to good condition

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)** **Medium, talking with staff their concerns are with lack of raises and high cost of medical insurance.**

13. Caseworkers:

A. How many caseworkers are assigned to this institution?

We have nine total positions (8 CCM I/II with one serving as Grievance Officer and 1 CCA)

B. Do you currently have any caseworker vacancies?

No

C. Do the caseworkers accumulate comp-time?

Rarely

D. Do the caseworkers at this institution work alternative schedules?

Yes, some work 10 hour shift

E. How do inmates gain access to meet with caseworkers?

Open door policy and by appointment

F. Average caseload size per caseworker? **92**

• # of disciplinary hearings per month? **49**

• # of IRR's and grievances per month? **21 IRR's and 5 Grievances**

• # of transfers written per month? **6**

• # of re-classification analysis (RCA's) per month? **30 per Casemanager**

G. Are there any services that you believe caseworkers should be providing, but are not providing?
No

H. If so, what are the barriers that prevent caseworkers from delivering these services? **N/A**

I. What type of inmate programs/classes are the caseworkers at this institution involved in?

Work Release, Community Work Projects, Pathway to Change

J. What other duties are assigned to caseworkers at this institution?

Back-up to Custody in the Housing Units, help count, help search, Supervise Community Work Crews, daily wing inspections, provide notary services, Birth Certificates and State ID cards.

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution? **3**

B. Do you currently have any staff shortages? **1 clerical (interviews on Jan. 9, 2014)**

C. Do the parole officers accumulate comp-time? **No**

D. Do the parole officers at this institution flex their time, work alternative schedules? **Flex**

- E. How do inmates gain access to meet with parole officers? **Scheduled office hours/or request**
- F. Average caseload size per parole officer? **225 - 230**
- # of pre-parole hearing reports per month? **1 - 2**
 - # of community placement reports per month? **1**
 - # of investigation requests per month? **3 - 4**
- G. Are there any services that you believe parole officers should be providing, but are not providing? **No**
- H. If so, what are the barriers that prevent officers from delivering these services? **N/A**
- I. What type of inmate programs/classes are the parole officers at this institution involved in?
Anger Management and Orientation

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. **No others at this time.**

16. Does your institution have saturation housing? If so, how many beds? **Yes, 14 beds**

17. Radio/Battery Needs:

- a. What is the number of radios in working condition? **188**
- b. Do you have an adequate supply of batteries with a good life expectancy? **Yes**
- c. Are the conditioners/rechargers in good working order? **Yes**

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Potosi Correctional Center				
Custody Level	C-5		Warden	Troy Steele
Total Acreage	128.77		Address	11593 State Highway O
Acreage w/in Perimeter	35			Mineral Point, MO 63660
Square Footage	314,663		Telephone:	573-438-6000
Year Opened	1989		Fax:	573-438-6006
Operational Capacity/Count (as of December 20, 2013)	903/894			
General Population Beds (capacity and count as of December 20, 2013)	584/584		Deputy Warden	Cindy Griffith, DWOM
Segregation Beds (capacity and count as of December 20, 2013)	182/182		Deputy Warden	Fred Johnson, DWO
Treatment Beds (capacity and count as of December 20, 2013)	46/46		Asst. Warden	Jamie Crump
Work Cadre Beds (capacity and count as of December 20, 2013)	90/83		Asst. Warden	N/A
Diagnostic Beds (capacity and count as of December 20, 2013)	N/A		Major	Greg Dunn
Protective Custody Beds (capacity and count as of December 20, 2013)	46/46			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution? **The overall condition of the physical plant is considered fair.**
- b. What capital improvement projects do you foresee at this facility over the next six years?
 - 1) **Renovate showers and restrooms and replace 3 each HVAC units at the Housing Unit 7 Minimum Security Unit. Shower and toilet facilities are antiquated and not adequate for the number of offenders housed in this building. The Heat/AC units are antiquated and in constant need of repair.**
 - 2) **Research cause of excess humidity and moisture in the Housing units during the heating system and make the required upgrades/changes to the system. The current system is not capable of removing the humidity from the buildings.**
 - 3) **Repair and install 2" asphalt overlay on parking lot. The parking lot is in critical condition.**
 - 4) **Replace Building Automation system which controls air conditioning and heating of the institution. The system was replaced in 2003/2004 but the control wiring was not. There are many communication issues with the system at this time.**
- c. How critical do you believe those projects are to the long-term sustainability of this facility? **All of the above listed projects are important to the operation of this facility.**

2. **Staffing:**

- a. Do you have any critical staff shortages? **No.**
- b. What is your average vacancy rate for all staff and for custody staff only? **All staff is 14% and Custody is 17%.**
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution? **Due to budget issues, the Department has implemented a compensatory time control system to reduce, eliminate or keep compensatory time to a minimum. For example, we may adjust an employee's work schedule to accommodate for mandatory annual training.**
- d. What is the process for assigning overtime to staff? **First the shift commander will ask for volunteers to work overtime. If there are no volunteers, then they utilize a list with staff (in reverse seniority order) and mandate the next person to work overtime. If selected they are marked off the list and not made to work mandatory overtime until the list has been completed used. This list is rarely used since COI's and COII's are allowed to pay out their compensatory overtime.**
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? **Compensatory time utilized is approximately 65% while approximately 35% is paid out.**
- f. Is staff able to utilize accrued comp-time when they choose? **Custody is generally allowed to utilize compensatory time when they choose as long as proper staffing of posts allows for absences. For non-custody staff, every effort is made to allow them to utilize their compensatory time.**

3. **Education Services:**

- a. How many (and %) of inmate students at this institution are currently enrolled in school? **We currently have 10 offenders (.08%) attending classes to earn their GED.**
- b. How many (and %) of inmate students earn their GED each year in this institution? **Approximately 9 offenders (.01%) earn their GEDs each year.**
- c. What are some of the problems faced by offenders who enroll in education programs? **Learning disabilities, age, no internet access, schoolwork interfering with extra curricular activities, limited space and movements.**

4. **Substance Abuse Services:**

- a. What substance abuse treatment or education programs does this institution have? **We offer N/A and A/A on a volunteer basis or as part of a program plan.**
- b. How many beds are allocated to those programs? **No beds are allocated for drug treatment offenders.**
- c. How many offenders do those programs serve each year? **30 to 60 (depends on participation).**
- d. What percent of offenders successfully complete those programs? **Approximately 88%**
- e. What, in you opinion, is the biggest challenge to running a treatment program in a prison setting? **Lack of qualified staff and volunteers to teach these programs.**

5. **Vocational Programs:**

- a. What types of vocational education programs are offered at this institution? **The only vocational program offered is by Missouri Vocational Enterprises (MVE), and they are on the job training hours.**
- b. How many offenders (and %) participate in these programs each year? **We currently have 31 offenders participating in on the job training.**

- c. Do the programs lead to the award of a certificate? **While offenders work they accumulate OJT hours. Once they have accumulated 2,000 OJT hours they receive a certificate.**
- d. Do you offer any training related to computer skills? MVE does not offer any training related to computer skills. However, computer training offered by VIC's and offender tutors is utilized in the MVE for lay-out, programming and operation of a precision plasma-arc metal cutting machine.

6. **Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution? **MVE Tube Bending Factory manufactures various farm products, hunting products, which include deer stands, cattle panels/gates as well as miscellaneous steel fabricated products such as barbecue grills, chair frames and special projects on request, i.e., pull carts, ramps, bird feeders and plant hangers.**
- b. How many (and %) of offenders work for MVE at this site? **There are currently 31 offenders working at this site which is 3.01%.**
- c. Who are the customers for those products? **State agencies, non-profit organizations and individual state employees all purchase products from MVE Tube Bending Factory.**
- d. What skills are the offenders gaining to help them when released back to the community? **Offenders working at MVE Tube Bending Factory acquire various steel fabrication skills such as welding, steel tube bending, cutting, small machine set-up and operation and inspection. Offenders in clerical positions become proficient in accounting, planning and expediting of goods and services. Finally, all offender employees are required to take courses in computer literacy and workplace essentials (resume building, personal conduct in the workplace, time management, etc.)**

7. **Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care? **Yes**
- b. How many offenders are seen in chronic care clinics? **602**
- c. What are some examples of common medical conditions seen in the medical unit? **Athletes Foot, Occasional sports injuries; heartburn; headaches, excessive ear wax.**
- d. What are you doing to provide health education to offenders? **Education is performed as well as documented with every nursing/doctor's encounter. Inmate health fairs are performed annually where screenings and educational handouts are given to all offenders who attend.**
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? **No.**
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? **Yes. If yes, please explain: We have several inmates who are housed in the infirmary because they cannot perform activities of daily living without assistance. PCC is very fortunate to have the Hospice Program which consists of inmate volunteers who provide assistance to these inmates who otherwise would not have it.**

8. **Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services? **Health Services Request (HSR); Referral from medical physician; referral from Qualified Mental Health Professional (QMHP); or if classified as a need by Diagnostic Reception Center when entering Department of Corrections.**
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? **There were no successful suicides this past year. There were 3 SR-**

3's this year. We continue to take advantage of the installed cameras in Housing Unit One and Housing Unit Two. We also work with training department to offer suicide intervention classes for ALL staff.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? **220 offenders total are taking psychotropic medications which is approximately 24% of the offender population.**
- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? **As mentioned above, we currently have 220 offenders who are being prescribed psychotropic medications. Currently, we have approximately 251 offenders in the chronic care case load which reflects 31 offenders who are being monitored after medications have been discontinued or who are in our special Needs Unit (SNU) that do not take any medications. Of those that are not in SNU, they will be monitored for a period of time and discharged from chronic care clinic if they remain stable. Of the 251 we currently have 14 who are on involuntary medication status which is reviewed every six months. All offenders are seen by the Qualified Mental Health Professional (QMHP) every 30 days. MH-4's are seen by the psychiatrist every 30 days, and MH-3's are seen by the psychiatrist every 90 days. Those on involuntary medications are seen by the psychiatrist every 2 weeks and those in SNU are seen by the psychiatrist every 30 days. The Special Needs Unit (SNU) offers realistic and functional training to offenders diagnosed as mentally retarded/developmentally disabled in the least restrictive environment possible. The 46 bed single man cell Special Needs Unit also provides security while promoting optimal adjustment to the institutional life and/or transition back to society.**

9. What is your greatest challenge in managing this institution? **1) Accrual of compensatory time; 2) Deterioration of vehicle fleet; 3) Resources required for compliance with PREA.**

10. What is your greatest asset to assist you in managing this institution? **Senior staff.**

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

<u>LICENSE #</u>	<u>ASSIGNMENT</u>	<u>MILEAGE</u>	<u>STATUS</u>
13-0400	Pool	149,105	Operable,interior ragged & worn.
13-0405	Pool	121,483	Operable/short in steering column.
13-0408	Dump Truck	20,838	Old/operable/bad paint.
13-0409	Vehicle Perimeter	133,027	Bad Paint/front end is bad/ball Joints, etc.
13-0412	CTU Secure Car	62,269	OK
13-1024	Chevy Truck	8,227	OK
13-0417	Pickup	85,386	Operable/transmission slipping/ bad paint/old.
13-0051	Vehicle Perimeter	159,767	Operable/front end needs replaced.
13-0882	Jeep/Bed Weather	107,741	Extremely worn/seats broke down/motor misses.
13-0231	Van-Multi Purpose	127,354	bad shape/not trustworthy to leave institution.
32-0278	Mini Van/Pool	87,034	OK
13-0284	CTU Secure Car	159,055	Bad paint
13-0411	CTU Handicap Van	41,162	OK

13-0723	Pool	89,827	OK
13-0780	CTU Secure Car	153,562	Operable sometimes/ Sometimes won't run.
13-0786	CTU Secure Car	87,638	OK
13-0796	CTU Secure Car	117,192	Bad paint.
13-0810	CTU Secure Car	33,658	OK
32-0281	Mail Van	208,204	Operable/high mileage tire monitoring system does not work.
13-0898	Ford Box Truck	81,907	OK

We had four vehicles breakdown this year. These vehicles had to be towed due to high mileage and age of vehicles. We maintain normal preventive maintenance on our fleet of vehicles but considering that they have high mileage on them when handed down from other state agencies staff are not overly confident in them when leaving the facility.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **The morale of custody officers is in the "higher side of the medium range." Over the past few years the staff of the Potosi Correctional Center worked through some very drastic changes. These changes included many new supervisory staff with different management styles, many new programming initiatives, changes to the employee benefits package (few of which were viewed as improvements), retirement of many experienced staff (largely due to the age of the institution), and a relatively high turnover rate within the entry level positions. However, there were fewer big changes during 2013 and I am confident that morale is greatly improved as compared to this time last year. I expect this improvement will continue during 2014.**

13. **Caseworkers:**

- A. How many caseworkers are assigned to this institution? **1 Case Manager III, 8 Case Manager II's, 2 Case Manager I's, 2 Classification Assistants.**
- B. Do you currently have any caseworker vacancies? **One current vacancy for CCMI/CCMII.**
- C. Do the caseworkers accumulate comp-time? **Case Managers are required to utilize flex time to avoid compensatory time.**
- D. Do the caseworkers at this institution work alternative schedules? **The Case Manager flexes their work schedules to meet the needs of their respective housing unit.**
- E. How do inmates gain access to meet with caseworkers? **Offenders in General Population access the caseworker through daily office hours. Administrative Segregation offenders access the caseworker during daily rounds by the Case Management staff.**
- E. Average caseload size per caseworker? **85**
 - # of disciplinary hearings per month? **212**
 - # of IRR's and grievances per month? **129**
 - # of transfers written per month? **21**
 - # of re-classification analysis (RCA's) per month? **100**
- F. Are there any services that you believe caseworkers should be providing, but are not providing? **All services sanctioned by the Department of Corrections are being offered by PCC Case Managers.**
- G. If so, what are the barriers that prevent caseworkers from delivering these services? **N/A**

- H. What type of inmate programs/classes are the caseworkers at this institution involved in? **Impact Crime Victims Class; Anger Management; Pathways to Change; Long Distance Dads, Transitional Training; ES/LS and Anthony Robbins.**
- I. What other duties are assigned to caseworkers at this institution? **Programs Coordinator, Grievance Officer, Puppies for Parole, Offender Photo and I.D. updates and assisting custody staff as needed.**

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution? **One full time Parole Officer.**
- B. Do you currently have any staff shortages? **Currently full time parole officer position is open.**
- C. Do the parole officers accumulate comp-time? **At times of increased workload they may accumulate comp-time, but only under unique circumstances, certainly not on a regular basis.**
- D. Do the parole officers at this institution flex their time, work alternative schedules? **Yes, when it is necessary to provide better service to the offenders.**
- E. How do inmates gain access to meet with parole officers? **The parole officer is made available in the housing units and the offender can make a request using standard written form that is placed in the offender's daily mail.**
- F. Average caseload size per parole officer?
- # of pre-parole hearing reports per month? **Fifteen**
 - # of community placement reports per month? **Ten**
 - # of investigation requests per month? **Ten**
- G. Are there any services that you believe parole officers should be providing, but are not providing? **Not at this time.**
- H. If so, what are the barriers that prevent officers from delivering these services? **N/A**
- I. What type of inmate programs/classes are the parole officers at this institution involved in? **Pre-release classes and Pathways to Change programming.**

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. **With the age of our institution we are beginning to have some maintenance issues with infrastructure. We are also losing staff due to inequitable pay compared to private sector. Many staff are seeing minimum wage increasing but not seeing any increase in their salaries proportionately.**

16. Does your institution have saturation housing? If so, how many beds? **Effective January 1, 2010 forty-one (41) offenders were added as saturation to our operating capacity increasing it to 903.**

17. Radio/Battery Needs:

- a. What is the number of radios in working condition? **254**
- b. Do you have an adequate supply of batteries with a good life expectancy? **Yes**
- c. Are the conditioners/rechargers in good working order? **Yes**
- All new radio equipment was received during 2013. This included new base station equipment in the Central Control Center, new mobile radios in vehicles, and 254 new handheld radios. At this time, all of the 254 handheld radios are operational and in very good condition (as are all others), as are batteries, chargers and conditioners. The new radio system brought UHF technology (the old technology was VHF). This technology remedied the many and dangerous "dead spots" that were observed with the old radio system.**

Communications are vastly improved which has enhanced security and the safety of all that work and live here and by a very significant margin. There are currently unresolved issues in communicating with other entities that operate with VHF technologies. It is my understanding that there are plans in place to address those issues.

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: South Central Correctional Center				
Custody Level	Medium/Maximum		Warden	Michael Bowersox
Total Acreage	205		Address	255 West Highway 32
Acreage w/in Perimeter	45			Licking, MO 65542-9069
Square Footage	400,000		Telephone:	(573) 674-4470
Year Opened	2000		Fax:	(573) 674-4908
Operational Capacity/Count (as of December 20, 2013)	1692/1636			
General Population Beds (capacity and count as of December 20, 2013)	1152/1152		Deputy Warden	Terrena Ballinger
Segregation Beds (capacity and count as of December 20, 2013)	268/263		Deputy Warden	Roger Terry
Treatment Beds (capacity and count as of December 20, 2013)	0		Asst. Warden	Michele Buckner
Work Cadre Beds (capacity and count as of December 20, 2013)	192/183		Asst. Warden	N/A
Diagnostic Beds (capacity and count as of December 20, 2013)	0		Major	Anthony Williams
Protective Custody Beds (capacity and count as of December 20, 2013)	72/72			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
The overall condition of the physical plant of South Central Correction Center is fair. The roofs leak; metal doors are rusting; the top floor windows of the Custody Complex are cracked and their seals are broke and the locking systems fail due to the amount of wear they are subjected to on a daily basis. Our Del-Norte fence system is in need of updating-only one (1) of thirteen (13) zones has received updating.
- b. What capital improvement projects do you foresee at this facility over the next six years?
The Administration parking lot will be in need of paving within the next couple of years. SCCC currently seals the parking lot every other year. Replacement of all upper windows in the Custody Complex and Tower 1 and all entry door locks the Central Services building. The mobile office unit which currently houses our training department will require replacement within the next two (2) to three (3) years.
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
It is critical to the safety and security of our institution to ensure all locks associated with the entry to our Central Services building are in excellent working condition due to the amount of daily use they receive. The windows in the upper floors of the Custody Complex

and Tower 1 are also extremely critical in large part due to the communication equipment housed within.

2. Staffing:

- a. Do you have any critical staff shortages? *No.*
- b. What is your average vacancy rate for all staff and for custody staff only?
South Central Correctional Center's average vacancy rate for all staff is approximately forty-two (42). Of the total, approximately twenty-eight (28) were custody staff members.
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
The accrual and usage of compensatory time significantly impacts operations from a custody and food service staffing viewpoint and it negatively impacts staff morale. The accrual and usage of compensatory time by non-custody staff creates minimal impact.
- d. What is the process for assigning overtime to staff?
Custody staff overtime assignment is outlined in the union agreement. Officers are first given the opportunity to volunteer. If there still remains a deficiency in meeting minimum staffing levels, the mandatory overtime list is utilized. The mandatory list requires the officer(s) at the top of the list to report for duty, if not currently on duty.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
There were two (2) mandatory payouts in 2013. Approximately seventy (70) percent of compensatory time accrued at South Central Correctional was paid out and thirty (30) percent of the time was either utilized as paid time off or left "on the books."
- f. Is staff able to utilize accrued comp-time when they choose?
South Central Correctional Center makes every effort to allow both custody and non-custody staff members to use their compensatory time.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
Two hundred fifty-five (255) (55.7%) out of four hundred fifty eight (458) eligible inmates are currently enrolled.
- b. How many (and %) of inmate students earn their GED each year in this institution?
Fifty eight (58) inmates earned their GED. (23%)
- c. What are some of the problems faced by offenders who enroll in education programs?
Lack of motivation and poor attendance due to being placed in Administrative Segregation is the most prominent problem faced by offenders.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have? *N/A*
- b. How many beds are allocated to those programs? *N/A*
- c. How many offenders do those programs serve each year? *N/A*
- d. What percent of offenders successfully complete those programs? *N/A*
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting? *N/A*

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution? *N/A*
- b. How many offenders (and %) participate in these programs each year? *N/A*
- c. Do the programs lead to the award of a certificate? *N/A*
- d. Do you offer any training related to computer skills? *N/A*

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?
The SCCC Furniture Restoration Factory is a two-phase operation within the Missouri Vocational Enterprises. The first phase is the new line manufacturing. In this phase we manufacture new furniture; for example, executive, conference room, and waiting room style chairs, couches, and tables from solid wood. The furniture, if necessary, can then be upholstered with fabric, vinyl, faux leather, or real leather. The second phase is furniture restoration. In this phase furniture is restored for courthouses, state departments, public schools, and libraries in addition to personal furniture for any state employee who requests refinishing. We have a set fee for manufactured items and the fee for restoration is based upon the item(s).
- b. How many (and %) of offenders work for MVE at this site?
SCCC currently has sixty-eight (68) workers consisting of 5.28% of our population.
- c. Who are the customers for those products?
Any Missouri State agency, Missouri State employee, or any Missouri non-profit organization.
- d. What skills are the offenders gaining to help them when released back to the community?
MVE is an on-the job training program. The skills an offender is offered at the SCCC factory range from upholstery to woodworking/carpentry. There are also a few offenders who are afforded the opportunity to learn more advanced skills such as recordkeeping, clerical skills and small business operation. MVE is committed in creating relevant job training for offenders so they may become productive citizens. We strive to promote personal attributes, as well as, offering the offender job skills. At the same time, the offender must maintain proper institutional behavior and conduct in order to remain employed within the factory. The offenders in MVE receive special classroom training, which is from a PBS series titled "Workplace Essential Skills". This training will develop workplace skills in employment, communication and writing, math, and reading. This is presented from a VCR tape or CD. Computer literacy training will be offered from a CD (Jan's Illustrated Computer Literacy 101) and a stand-alone computer. Upon completion of these two programs, certificates are issued to the offender.

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care? *Yes.*
- b. How many offenders are seen in chronic care clinics?
Nine hundred seventy (970) offenders are enrolled in chronic care clinics. Offenders are seen monthly, every three (3) months, or every six (6) months, depending on the clinic they are enrolled in.
- c. What are some examples of common medical conditions seen in the medical unit?
The most common medical conditions seen in the SCCC Medical unit include injuries, pain, dental complaints, sinus problems, constipations, and medication needs/questions.
- d. What are you doing to provide health education to offenders?
SCCC offers one-on-one education at the time of the nurse/doctor visit, as well as chronic care education, information provided via the offender information channel, and hosts an annual health fair.
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? *No.*
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain

Yes, the aging population requires more assistive devices such as wheelchairs, canes, and walkers; as well as experience failing eyesight, memory problems, exacerbations of chronic illnesses, and inability to function in general population.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?

Offenders utilize a Medical Services Request (MSR) form for mental health treatment. They can also be referred to mental health by custody, medical, or any other DOC staff member.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

South Central Correctional Center has had zero (0) successful suicides during the past year. (0% of the population) The Mental Health department has multiple interventions for the prevention of suicide. The department participates in CORE Training providing suicide prevention and mental illness classes multiple times throughout the year for SCCC staff. Offenders are afforded prevention and intervention strategies to include individual, grief and crisis counseling services as warranted. "You Can Prevent Suicide" posters are strategically placed noting the warning signs and what to do if they suspect themselves or another offender is at risk. Offenders may also "self declare" a mental health emergency.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

One hundred eighty-seven (187) offenders (8.78%) were prescribed psychotropic medications during the month of November.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

There are two hundred three (203) offenders at South Central Correctional Center who are currently documented as chronically, mentally ill (MH3 or above). The chronically mentally ill are systematically seen by the psychiatrist based upon their mental health level i.e., MH03 (at least once every thirty (90) days and MH04 (once every 14 days). The institution has ten (10) MH 4 offenders of which four (4) are on Involuntary Medications. Upon arrival an Intake Evaluation and Individual Treatment Plan is completed. The treatment Plan is reviewed by a treatment team and updated as needed but no later than every six months. Counselors are required to see Chronic Care Clinic offenders at least once every thirty days. All offenders placed on Suicide Watch or Close Observation status require twenty-four hour monitoring and are seen daily until resolution of the presenting issues. Offenders that remain on Suicide Watch for over three days (72 hrs) are considered for a higher level of care. Offender cases that meet criteria are forwarded to the Special Needs Unit (SNU), Social Rehabilitation Unit (SRU), or the Secure Social Rehabilitation Unit (SSRU) for consideration for admissions.

9. What is your greatest challenge in managing this institution?

Effectively addressing staff abuse of attendance procedures is a challenge.

10. What is your greatest asset to assist you in managing this institution?

Staff is our greatest asset in managing South Central Correctional Center.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

SCCC has several 1999 vehicles utilized by our maintenance department. The oldest vehicle utilized for inmate transportation is a 2004 (SCCC has a car and van of this model year). The vehicle with the highest mileage is a 2001 Chevrolet pickup utilized by our maintenance

department with 233,694 miles on it. The average mileage of our fleet utilized for inmate transportation is 94,456.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. *Medium. The major complaints staff voice concern health insurance cost and coverage and lack of raises.*

13. **Caseworkers:**

- A. How many caseworkers are assigned to this institution? *19 Case Managers.*
- B. Do you currently have any caseworker vacancies? *No.*
- C. Do the caseworkers accumulate comp-time? *No.*
- D. Do the caseworkers at this institution work alternative schedules?
Yes, some work four (4) ten hour days, 6:30 a.m. to 3:00 p.m., 7:00 a.m. to 3:30 p.m., 7:30 a.m. to 4:00 p.m., or 8:00 a.m. to 4:30 p.m.
- E. How do inmates gain access to meet with caseworkers?
During their established "open office hours", while making rounds in the housing unit, and/or by submitting their request in writing.
- F. Average caseload size per caseworker? *144*
- # of disciplinary hearings per month? *30*
 - # of IRR's and grievances per month? *20*
 - # of transfers written per month? *10*
 - # of re-classification analysis (RCA's) per month? *60*
- G. Are there any services that you believe caseworkers should be providing, but are not providing?
South Central Correctional Center Case Management staff are currently providing all essential departmental services currently available.
- H. If so, what are the barriers that prevent caseworkers from delivering these services? *N/A*
- I. What type of inmate programs/classes are the caseworkers at this institution involved in?
Anger Management
ICTC
ICVC
Inside Out Dads
Pathways to Change
Restorative Justice
Substance Abuse
- J. What other duties are assigned to caseworkers at this institution?
Provide Offender Notary Services
Prepare and hold Administrative Segregation, TASC, Protective Custody, and Initial Classification Hearings
Transitional Accountability Plans
Offender Property Processing
Processing Offender Legal Mail and assist offenders with making legal copies
Processing Green Checks/Personal Property Orders
AICS/RCA's
Re-entry Services
Offender Birth Certificates/Social Security Cards/DOR Identification
Facilitate staff training classes
Facilitate various offender behavior modification programming

Work Release Screening/Applications

Security Inspections

Assist custody staff with escorts, searches, etc. when needed

Answering offender correspondence

Respond to phone calls and correspondence from offender friends/family members

Conducting Offender Classification file audits

Submitting Requests for Investigation

Writing and Interviewing Offender Conduct Violations

Processing Offender's visiting applications

Screen and assign offenders to Institutional jobs

Offender PREA Screener Assessments

Prepare and hold offender disciplinary hearings

Respond to offender Informal Resolution Requests and Grievances

Process offender custody level scores

Prepare offender transfers

Process Privilege Unit applications

Process Medicaid applications

Retrieval and paperwork processing of offender DNA

Process offender veteran benefits paperwork/applications

Offender room/cell assignment changes

Process offender requests to purchase appliances

Manage/coordinate offender Restorative Justice Activities

Conduct random classification file and individual confinement record audits

Large volume of data entry

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution? *Two.*

B. Do you currently have any staff shortages? *No.*

C. Do the parole officers accumulate comp-time? *No.*

D. Do the parole officers at this institution flex their time, work alternative schedules? *Flex their time.*

E. How do inmates gain access to meet with parole officers?

Open office hours and through written correspondence.

F. Average caseload size per parole officer?

- # of pre-parole hearing reports per month? *Ten*

- # of community placement reports per month? *Six*

- # of investigation requests per month? *Ten*

G. Are there any services that you believe parole officers should be providing, but are not providing? *None*

H. If so, what are the barriers that prevent officers from delivering these services? *N/A.*

I. What type of inmate programs/classes are the parole officers at this institution involved in? *None.*

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

South Central Correctional Center does not have any other issues to discuss with or bring to the attention of the members of the Joint Committee on Corrections.

16. Does your institution have saturation housing? If so, how many beds? *Yes-SCCC has sixteen (16) beds.*

17. Radio/Battery Needs:

a. What is the number of radios in working condition?

South Central Correctional Center currently has 461 radios in working condition.

b. Do you have an adequate supply of batteries with a good life expectancy?

South Central Correctional Center has an adequate supply of batteries on hand with a good life expectancy.

c. Are the conditioners/rechargers in good working order?

South Central Correctional Center's conditioners/rechargers are in good working order.

Joint Committee on Corrections

December 20, 2013

Information for Legislative Institutional Visits

Facility Name: Southeast Correctional Center			
Custody Level	C-5	Warden	Ian Wallace
Total Acreage	120	Address	300 E. Pedro Simmons Dr.
Acreage w/in Perimeter	45		Charleston, MO 63834
Square Footage	391880	Telephone:	(573) 683-4409
Year Opened	2001	Fax:	(573) 683-7534
Operational Capacity/Count (as of December 20, 2013)	1656/1626		
General Population Beds (capacity and count as of December 20, 2013)	1464/1458	Deputy Warden	OPERATIONS (VACANT)
Segregation Beds (capacity and count as of December 20, 2013)	261	Deputy Warden	Omer Clark Offender Management
Treatment Beds (capacity and count as of December 20, 2013)	72/72	Asst. Warden	Bill Stange
Work Cadre Beds (capacity and count as of December 20, 2013)	192/167	Asst. Warden	N/A
Diagnostic Beds (capacity and count as of December 20, 2013)	72 ITC Program	Major	Richard Adams
Protective Custody Beds (capacity and count as of December 20, 2013)	72/69		

1. Capital Improvement Needs:

- How would you rate the overall condition of the physical plant of the institution? Very good
- What capital improvement projects do you foresee at this facility over the next six years?
We are converting a storage building into a classroom for HU 7 offenders in order to maximize our efforts for the Re-Entry Program.
- How critical do you believe those projects are to the long-term sustainability of this facility?
Very critical. This will enhance our abilities to improve our offenders abilities to enter back into today's society mainstream upon their release.

2. Staffing:

- Do you have any critical staff shortages? NO
- What is your average vacancy rate for all staff and for custody staff only? All=18% and Custody ONLY=15%
- Does staff accrual or usage of comp-time by staff effect your management of the institution?
NO
- What is the process for assigning overtime to staff? This process is in line with the MOCOIA agreement. Volunteers are assigned initially. If staff do not volunteer or more staff needed, the mandatory overtime list is utilized.

- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? Approximately 60% are paid off, 40% use time.
- f. Is staff able to utilize accrued comp-time when they choose? Yes, depending on critical staffing needs, every effort is made to allow time off.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
32 2%
- b. How many (and %) of inmate students earn their GED each year in this institution?
32 2%
- c. What are some of the problems faced by offenders who enroll in education programs?
This is a volunteer led GED program at SECC with only (1) volunteer currently conducting the classes. Some applicants lack basic reading and writing skills, and a growing number of Hispanic students are having trouble understanding English. Presently there is no place or funding available to implement a program for basic literacy and teaching English as a second language.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have? SECC currently has a 12 week Substance Abuse program and an ongoing Alcoholics Anonymous Program. It also has the Intensive Therapeutic Community Program, which started in June 2013. Mental Health offers a Relapse Prevention group and a Unit on Relapse Prevention through our Taking a Chance on Change Program for offender's in Segregation. Relapse Prevention is a group that helps offender identify and avoid high risk situations that could lead to relapse. It discusses how to apply these skills to substance abuse concerns.
- b. How many beds are allocated to those programs? No beds are allocated for the Substance Abuse or Alcoholic Anonymous program. Seventy-two beds are currently allocated for the Intensive Therapeutic Community program.
- c. How many offenders do those programs serve each year? 172
- d. What percent of offenders successfully complete those programs? 70%
- e. What, in you opinion, is the biggest challenge to running a treatment program in a prison setting? The biggest challenge is obtaining additional qualified instructors/facilitatores; getting updated materials and funding for additional materials; and improving the number of participants.

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution? N/A
- b. How many offenders (and %) participate in these programs each year? N/A
- c. Do the programs lead to the award of a certificate? N/A
- d. Do you offer any training related to computer skills? N/A

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?

The MVE wood furniture factory at SECC produces 2 lines of high quality college dormitory furniture. These lines of furniture includes, but are not limited to: beds, chairs, dressers, desks, wardrobes, night stands, kitchen and bathroom cabinets, pantries, shelving, athletic taping stations and cedar chests and other misc, furniture manufacture and repair.

- b. How many (and %) of offenders work for MVE at this site?

At peak production levels the factory is authorized to employ 115 offenders. Currently the factory employs 75 offenders, which translates to about 5 % of the level 5 population at SECC.

c. Who are the customers for those products?

Our customer base consists of tax supported agencies, non-profit organizations and state employees.

d. What skills are the offenders gaining to help them when released back to the community?

The offender work force at this MVE factory is trained in the basics of obtaining and holding a job, scheduling, teamwork, communication, personal grooming, professional behavior, personal accountability, etc. Some specific skills that can be acquired in this MVE location include but are not limited to the following:

- Machine set-up and operation
- Furniture making, cabinetry, assembly
- Furniture finishing, spray coating
- industrial maintenance, janitorial
- tool repair
- shipping and receiving, accounting, storekeeping
- office machine operations
- drafting and furniture design
- CNC router operation, maintenance and repair
- CNC panel saw; operation, maintenance and repair
- Offender workers at this factory are enrolled in courses of study including; “Workplace Essential Skills” and “Computer Literacy” in which the offenders can earn a certificate.
- other computer skills that include basic typing, Windows, Word, and Excel

7. **Medical Health Services:**

a. Is the facility accredited by the National Commission on Correctional Health Care? Yes

b. How many offenders are seen in chronic care clinics? Approx. 1200

c. What are some examples of common medical conditions seen in the medical unit? The medical unit handles a wide variety of illnesses, both acute and chronic. The most common acute illnesses include chest pain, lacerations, and orthopedic issues. The most common chronic illnesses are high blood pressure, cardiovascular disease, and diabetes.

d. What are you doing to provide health education to offenders? Education relating to the offender's current complaint is provided during all medical encounters and upon offender request. Additionally, an offender health fair is held annually.

e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? No active cases.

f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain. Yes. The prison population is an aging population. Most correctional centers are not designed with the elderly offender in mind. While a certain number of handicapped cells are available statewide, there aren't enough to accommodate the handicapped and the elderly. Many infirmary beds statewide are filled with elderly patients who cannot function in the general population. The need for these skilled nursing beds has drastically reduced the number of beds available for acutely ill patients. Housing of the elderly offender is not the only concern. These offenders have a variety of personal and healthcare needs that are very difficult to meet in this environment. Chronological age is an important consideration in this environment; however, knowing that most offenders' “physical age” is 10-15 years older than their chronological age, greatly increases the number of people who fall into this aging population. As the population continues to age, the need for a skilled nursing center/long term care center within a correctional center becomes more evident. The recent opening of our Extended Care Unit has provided some relief to this population; however, there is a greater need than these unit can meet at this time.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?

Offenders have several options in regards to obtaining mental health treatment services. The most commonly used methods to obtain services include:

- Health Services Request-HSR (all offenders)
- Chronic Care Clinic (MH3/MH4; no request necessary)
- Staff Referrals and/or Crisis Intervention (all offenders)
- Segregation Rounds/Segregation Assessments (Rounds provided for all segregated offenders weekly; Assessments for all offenders in segregation at 30 days in segregation and every 90 days thereafter. Mental Health automatically schedules the appointment, no request necessary.)

All offenders have access to Health Service Request (HSR) forms on a daily basis. If an offender is seeking mental health treatment (individual or group format), they complete an MSR stating their concern. HSR's are triaged daily by a nurse and the individual is automatically scheduled with the appropriate professional based on their individualized need.

If an offender has a current mental health diagnosis, they are enrolled in Chronic Care Clinic. All offenders are assigned a mental health score based on their level of mental health treatment needs. A rating of MH3 or above indicates that a person has a current mental health diagnosis and may additionally be on medication. Chronic Care Clinic consists of all offenders with a rating of MH3 or above. When someone is in Chronic Care Clinic, they are scheduled every month with a Qualified Mental Health Professional for follow up. They are additionally seen by a psychiatrist a minimum of every ninety (90) days. In addition, they are seen more frequently when involved in a transfer and/or discharge or if having more significant concerns. Offenders in Chronic Care Clinic are automatically scheduled for these appointments by mental health. If they need services in addition to the Chronic Care Clinic, they submit the MSR form as well.

Offenders with more acute symptoms requiring immediate attention, have the option of informing a staff member of their crisis situation and being seen for a crisis intervention session immediately.

Additionally, a staff member noticing symptoms in an offender has access to a referral form and commonly refers offenders that they believe may need some mental health assistance. Depending on the nature of the staff referral, some individuals are seen immediately and others can be scheduled within the next few days.

Staff members are trained annually on Suicide Intervention/Prevention during their core training. In this training, staff members are taught what symptoms to look for to identify offenders with possible mental health needs including common indicators that a person may be considering suicide. Any staff member can place an offender on suicide precaution status if concerned that the offender may be suicidal. Mental Health provides 24 hour on call coverage to meet the needs of the institution 7 days per week.

All offenders in segregation are monitored more closely by mental health due to the isolation aspect of segregation. Mental health rounds are conducted on a weekly basis and all offenders in segregation are given the opportunity to talk with a mental health professional during this time. All offenders in segregation are assessed by mental health at 30 days in segregation and then every 90 days thereafter. Mental Health Staff automatically schedule these appointments for the offender, no request is necessary.

In conclusion, every effort is made in mental health to preserve the continuity of care for all offenders by providing for the easiest access to services possible. Whether it is through involvement in Chronic Care Clinic, counseling services, staff referrals, crisis intervention, segregation assessments, and/or mental health groups, all mental health services are readily available for offenders. Most can be easily accessed through the use of a readily available MSR form.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

No suicides occurred at SECC within the past year. Suicide prevention is a primary focus at SECC. Following any serious suicide attempt, a debriefing meeting is held to review the incident and make any necessary improvements as a result of the incident. All staff are educated on suicide prevention and intervention. Mental health staff facilitate a 3.5-4 hour training to all custody and non-custody staff during their core training week. Medical staff are provided this education during a specified monthly staff meeting set aside to provide education on suicide prevention. All staff have been provided a pocket card that lists signs/symptoms of a potentially suicidal person. The card is carried by the staff member so that it can be referred to when needed. In addition, mental health staff are continually attending trainings and reading literature on suicide prevention and working to improve overall suicide prevention within the institution. Any offender making statements of self harm or demonstrating suicidal predictors, are placed on suicide precautions where they can be monitored more closely. Any staff member can place an offender on suicide precautions. Mental health is always involved in this process. A Qualified Mental Health Professional assesses the person within two hours during normal business hours. After hours, Mental Health staff are notified and the offender is assessed the next business day. When someone is on suicide precautions, they are placed in a cell with minimal fixtures or protrusions. In HU1 we have cameras mounted in the cell to provide 24 hour observation of the offender. Additionally, custody staff members provide visual observation checks on these offenders at least every 15 minutes. Every effort is made to only provide the offender with items that can not be used to harm self until modifications are made by a qualified mental health professional. An offender can only be released from precautions by a psychiatrist, psychologist, and/or the chief of mental health services.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

Approximately 194 (12.08%)

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

On average, approximately 212 offenders at Southeast Correctional Center have a mental health diagnosis (MH3 or above). Of these, approximately 12 offenders are classified MH4 indicating that they have a chronic or severe mental illness. The majority, 196 offenders, are classified as MH3 indicating moderate mental health needs. The MH4 offenders are provided with an intensive treatment regimen that includes regular follow up monitoring averaging contact with a mental health professional a minimum of every two weeks. This contact is made through the various program components (ie- Chronic Care Clinic, groups, psychiatric appointments, follow up appointments, etc.).

There are specialty units available for offenders with special needs: Special Needs Unit, Social Rehabilitation Unit, Secure Social Rehabilitation Unit, Enhanced Care Unit, and Correctional Treatment Unit. If an offender fits the criteria for any of these units, a referral is made to get the person into the specific unit. If an offender is seriously mentally ill and requires more intensive crisis services then available on site (MH5), he is sent for further treatment at the Biggs Correctional Unit until stabilized.

All offenders have access to mental health services via HSR if additional services are needed. Pre-release planning is provided for continuation of care. MH4 Offenders who are paroling have the opportunity to be a part of the MH4 project which provides funding for community mental health services following release. The Mental Health staff schedule to appointment in the community prior to release so that the person will have comprehensive follow-up by the community once released.

As previously mentioned, all offenders MH3 and above are seen a minimum of monthly during Chronic Care Clinic and a minimum of every 90 days by the psychiatrist. Services are also provided per MSR form, when in segregation, and on a crisis and/or referral as needed. All Mental Health Clients have a Treatment Plan that is used to clarify their needs and goals. The treatment plan guides what services are

needed. This plan is revised as the offenders goals are met or needs change. Thus, the services change as needs change.

In addition, Mental Health offers groups on a weekly basis. Most groups are available to everyone with the exception of a few groups that target a specific population. The following groups are available at this time with a wait list:

- Charting a New Course
- Adjustment to Incarceration
- Anger Management – (Low functioning, Average functioning, High functioning)
- Chronic Suicidal Thoughts/Suicidal Behaviors
- Dealing with Feelings
- Depression
- Grief and Loss
- Responsible Parenting
- Sleep Hygiene
- Medication Management
- Cognitive Behavior Therapy
- Trauma
- Thinking Errors
- Understanding Mental Health with Symptom Management
- Aftercare Transition Group (Life After Release)
- Stress Management
- Activities for challenged offenders
- Personal Hygiene for low functioning offenders
- Relapse Prevention
- Effective Communication
- Decision Making
- Self Esteem for challenged offenders
- Anxiety Management

Southeast Correctional Center Mental Health Department is allotted 24 hours of Psychiatric coverage per week. We are allotted two full-time licensed Qualified Mental Health Professionals, one full-time Psychologist, one full-time Psychiatric RN; one full-time Clerk, and one full-time Institutional Chief of Mental Health Services. The Mental Health Departments works very hard to exceed community standards and provide the best care possible.

9. What is your greatest challenge in managing this institution?

Staffing Corrections Officer I's and Correction Officer II's. The hiring pool in Southeast Missouri is very limited and at present we utilize the One Stop process for obtaining applicants.

10. What is your greatest asset to assist you in managing this institution?

My Administrative Staff and support of my Division Director and Central Office. My staff, especially my administrative staff, assist me and the institution greatly.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

License #	Vehicle	Mileage	Assigned To	Condition
13-0298	2007 Dodge Grand Caravan	97,398	Pool	Fair
13-0377	2008 Chevy Uplander	86,935	Pool	Fair
13-0414	2010 Ford Econoline	31,162	Pool	Fair
*13-0423	2007 Ford Crown Vic	161,126	Pool	Poor
13-0831	2008 Chevy Uplander	103,957	Pool	Fair
13-0833	2008 Chevy Uplander	70,856	Pool	Fair
*13-0836	2007 Ford Crown Vic	163,911	Pool	Poor
*13-0839	2007 Ford Crown Vic	156,125	Pool	Poor
13-0843	2001 Dodge Ram 2500	70,935	Maintenance	Fair
13-0844	2001 Dodge Ram 2500	81,038	Maintenance	Fair
13-0845	2001 Dodge Ram 2500	57,646	Maintenance	Fair
13-0847	2001 Ford F750	39,059	Maintenance	Fair
13-0848	2001 Ford F150	126,670	Maintenance	Fair
13-0850	2001 Ford F350	45,882	Maintenance	Fair
13-0853	2008 Ford Econoline Van	113,509	Pool	Fair
*13-0854	2007 Ford Econoline Van	161,063	Pool	Poor
13-0855	2008 Ford Econoline Van	46,697	Pool	Fair
**13-0856	2006 Ford Econoline Van	186,167	Pool	Very Poor
13-0857	2008 Ford Econoline Van	112,959	Pool	Fair
13-0858	2008 Ford Econoline Van	113,948	Pool	Fair
*13-0902	2008 Chevy Uplander	173,391	Pool	Poor
*32-0265	2008 Chevy Uplander	183,784	Pool	Poor
32-0268	2008 Chevy Uplander	146,702	Pool	Fair
32-0270	2008 Chevy Uplander	142,796	Pool	Fair
32-0272	2008 Chevy Uplander	129,528	Pool	Fair
32-0286	2008 Chevy Uplander	150,947	Pool	Fair
32-0294	2008 Chevy Impala	121,407	Pool	Fair
32-0235	2008 Chevy Impala	108,413	Pool	Fair

*Denotes vehicles that are in poor condition and/or have high mileage.

**Denotes vehicles that are in very poor condition and/or have high mileage.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation.

The morale of Custody staff at SECC is medium to high. I receive minimum grievances or IRR's from custody staff complaining about their work place. I contribute a lot of this to stopping the rotations of our Captains and Lieutenants and placing them in positions on particular shifts that we as an executive team feel they have the best skills, communication and abilities to supervise that particular group of custody staff. No rotations locks the Captains and Lieutenants to own the good and bad of their shift or area assigned to, instead of passing issues on to the next rotating in group of supervisors. This increases communication amongst all staff up and down the chain of command because supervisors are not continuing to change.

13. Caseworkers:

A. How many caseworkers are assigned to this institution? 19 Case Managers

- B. Do you currently have any caseworker vacancies? No
- C. Do the caseworkers accumulate comp-time? No
- D. Do the caseworkers at this institution work alternative schedules? No
- E. How do inmates gain access to meet with caseworkers? Open office hours are available for general population offenders 8:30am-10:30am and 1:30pm-3:30pm daily. Administrative Segregation case managers meet with offenders daily through wing walks, call-outs and written requests by offenders.
- E. Average caseload size per caseworker? 144
 - # of disciplinary hearings per month? 25
 - # of IRR's and grievances per month? 10
 - # of transfers written per month? 3
 - # of re-classification analysis (RCA's) per month? 9
- F. Are there any services that you believe caseworkers should be providing, but are not providing? No
- G. If so, what are the barriers that prevent caseworkers from delivering these services? N/A
- H. What type of inmate programs/classes are the caseworkers at this institution involved in? Pathways to Change, Anger Management, Puppies for Parole, Offenders Offering Alternatives, Impact of Crime on Victims Class, Restorative Justice, Inside Out Dads
- I. What other duties are assigned to caseworkers at this institution? Case managers complete Transitional Accountability Plans on each offender assigned to their caseload. They process visiting applications, assist offenders in obtaining birth certificates/social security cards and official Department of Revenue identification cards in order to assist the offender upon his release. They also process room moves and assist the offender in any type of adjustment issues.

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution? 2
- B. Do you currently have any staff shortages? No
- C. Do the parole officers accumulate comp-time? No
- D. Do the parole officers at this institution flex their time, work alternative schedules? Yes
- E. How do inmates gain access to meet with parole officers? Via institutional mail/offender correspondence or in-person meetings with Institutional Parole Office upon schedule appointments.
- F. Average caseload size per parole officer? 812
 - # of pre-parole hearing reports per month? 12 per officer
 - # of community placement reports per month? 5 per officer
 - # of investigation requests per month? 20 per officer
- G. Are there any services that you believe parole officers should be providing, but are not providing? No
- H. If so, what are the barriers that prevent officers from delivering these services? N/A
- I. What type of inmate programs/classes are the parole officers at this institution involved in? Time permitting, officers facilitate a Pre-Release Orientation Class for Probation and Parole, (usually quarterly) at the institution for GP and MSU offenders prior to release.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. N/A

16. Does your institution have saturation housing? Yes If so, how many beds? 16

17. Radio/Battery Needs:

a. What is the number of radios in working condition?

417 Operative/14 Inoperative

b. Do you have an adequate supply of batteries with a good life expectancy?

We have an adequate amount of batteries but the life expectancy is short. We continue to order new batteries as needed.

c. Are the conditioners/rechargers in good working order?

No, we have two 8 bank conditioners that have 4 unusable battery slots. We have ten 4 bank chargers that have battery plates/platforms in need of replacement.

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Tipton Correctional Center			
Custody Level	Minimum	Warden	Douglas J. Prudden
Total Acreage	160	Address	619 N. Osage Ave.
Acreage w/in Perimeter	40 acres		Tipton, MO 65081
Square Footage	320,000	Telephone:	660-433-2031
Year Opened	1916 & 1996	Fax:	660-433-2613
Operational Capacity/Count (as of December 20, 2013)	1222 1210		
General Population Beds (capacity and count as of December 20, 2013)	1126 1062	Deputy Warden	Cybelle Webber, DWOM
Segregation Beds (capacity and count as of December 20, 2013)	96 64	Deputy Warden	Tim Burris, DWO
Treatment Beds (capacity and count as of December 20, 2013)	0	Asst. Warden	Cheryl Scherer
Work Cadre Beds (capacity and count as of December 20, 2013)	Work Release 112	Asst. Warden	
Diagnostic Beds (capacity and count as of December 20, 2013)	0	Major	John Shipman
Protective Custody Beds (capacity and count as of December 20, 2013)	0		

1. Capital Improvement Needs:

a. How would you rate the overall condition of the physical plant of the institution?

The overall condition of the physical plant of the institution is fair, meaning that all systems are working at this time, but because of age some systems are starting to cause problems and repair parts are getting harder, if not impossible, to find.

b. What capital improvement projects do you foresee at this facility over the next six years?

1. New fence alarm system needed, no parts available for the Del Norte system currently in use.
2. New roof, gutters and fascia on Building 1, 2, 3, 26 and 27, the old Administration Building.
3. New windows in Building 1, 2, 3, 26 and 27.
4. Sixteen (16) new air handlers for Housing Units 11 thru 18.
5. New Chiller.
6. Replace condensate and steam lines in old Seg and old laundry, Building 27.
7. Building Management System (BAS).

Capital Improvement Needs (continued):

c. How critical do you believe those projects are to the long-term sustainability of this facility? I believe that all listed items are critical, but I have listed them in order of importance. The Del Norte system is up and working, but at any time could go down and, as witnessed by the last time it went down, parts are not available for repair. Building 1, 2, 3, 26 and 27 is currently getting an electrical upgrade, but with the condition of the roof, gutters, fascia and windows the building will deteriorate quickly. We are currently able to purchase repair parts for the sixteen air handlers on the South end of the facility, but they are getting increasingly harder to find and the units are well past their expected life span. It is the same for the McQuay Chiller. With age it requires more repairs and cost keep going up. We are constantly repairing condensate and steam lines in the North end. It has had no major upgrades since the '80's. We have recently upgraded the computer on the Building Management System, but the components are the originals and many do not work.

2. Staffing:

a. Do you have any critical staff shortages?

The facility operates with minimal staffing at this time. However, we have no critical shortages at this time.

b. What is your average vacancy rate for all staff and for custody staff only?

Rate for All Staff - Less than 1 %; Custody Staff – 8.3%

c. Does staff accrual or usage of comp-time by staff effect your management of the institution?

Yes. Accrual of comp time is a constant concern for management. It is frequently unavoidable to accrue comp time due to the facility having only minimal staffing.

d. What is the process for assigning overtime to staff?

Volunteers are sought first. If sufficient volunteers are not found, then staff are selected by means of a rotating roster.

e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?

Comp requests are processed as time used, so there is no accounting between used and paid comp time. The same is for mandatory comp pay outs. 88.4% of comp is used; which includes used and paid.

f. Is staff able to utilize accrued comp-time when they choose?

Yes. However, comp time must be scheduled in advance, like vacation time.

3. Education Services:

a. How many (and %) of inmate students at this institution are currently enrolled in school?

220 enrolled out of 297 available E-2 through E-5 = 74%

b. How many (and %) of inmate students earn their GED each year in this institution?

For last year ending June 30, 2013, 118 GED's out of 699 students enrolled for the year = 17%

c. What are some of the problems faced by offenders who enroll in education programs?

They were special education as children and young adults. Many still have learning problems and carry with them failures from past educational experiences.

4. **Substance Abuse Services:**

a. What substance abuse treatment or education programs does this institution have?
TCC has Alcoholics Anonymous, Narcotics Anonymous, and Celebrate Recovery. These are educational programs.

b. How many beds are allocated to those programs?

None

c. How many offenders do those programs serve each year?
Approximately 150 to 200 offenders.

d. What percent of offenders successfully complete those programs?
These are on-going programs with no completion dates.

e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?
TCC does not have a substance abuse treatment program.

5. **Vocational Programs:**

a. What types of vocational education programs are offered at this institution?
Computer Servicing is discontinued as of November 2013.
Web Design – The official name according to our Central Office will be Graphic Arts and Computer Business Education, beginning in 2014.

b. How many offenders (and %) participate in these programs each year?
87 offenders participated last year as of June 30, 2013.

c. Do the programs lead to the award of a certificate?
They receive a completion certificate from DOC.

d. Do you offer any training related to computer skills?
Both classes Computer Servicing and Web Design involve detailed computer skills.

6. **Missouri Vocational Enterprises:**

a. What products are manufactured at this institution?
We have three basic product lines produced by two factories.
Chair Factory: Components and finished product for approximately 35 different models of office task seating.
Shoe Factory: Shoes in standard width (E), wide width (EE), and extra wide width (EEE), ranging in sizes from 2 through 18. Flags include American flags, Missouri State flags, POW/MIA flags, Honor & Remember flags, DOC flags, MU Tiger flags, and indoor flag poles.

b. How many (and %) of offenders work for MVE at this site?
Our levels fluctuate as offenders go home, transfer, etc. Our goal is to staff the Chair Factory at 28, we are currently at 27. Shoe factory goal is 5, we are currently at 6.

c. Who are the customers for those products?
Our customer base is primarily tax supported agencies or not for profit organizations. An example of our customers include State Agencies, County Agencies, Municipal Agencies, State Employees, Schools, Churches, other States, etc.

Missouri Vocational Enterprises (continued):

d. What skills are the offenders gaining to help them when released back to the community? The offenders that we employ learn skills that can be used when released, such as clerical, sewing, upholstery, assembly, and quality control. However, I feel the more important issue is that they learn the behaviors needed to work a job after release. These would include following safety instructions, being at work on time, taking breaks and returning on time, being paid for a work, following work instructions, producing a quality product, etc.

7. Medical Health Services:

a. Is the facility accredited by the National Commission on Correctional Health Care? Yes. The three-year on site survey was conducted in September and we are awaiting notice of continued Accreditation.

b. How many offenders are seen in chronic care clinics? There are currently 914 chronic care enrollments. Some offenders may be enrolled in more than one clinic.

c. What are some examples of common medical conditions seen in the medical unit? Chronic Care: Cardiac Disease, Diabetes, Hypertension, Pulmonary, Chronic Pain, Internal Medicine, Infectious Disease.

Acute/General Complaints: Back pain, colds/flu, acid reflux, constipation, skin rashes.

d. What are you doing to provide health education to offenders? Education is provided per Physician Pathways at each Chronic Care Visits. Offenders can request information during sick call and physician appointments. Medical information is available in the inmate library. A Health Fair is conducted yearly and offered to every inmate to participate where specific and general health information is available. BP checks are conducted as well as body fat analysis as just two examples of the services/information provided during the health fair.

e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? There have been no active cases of Tuberculosis.

f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain Yes, the aging population has a profound impact on the delivery and scope of healthcare within the Missouri DOC. More Chronic Diseases are being diagnosed which require more practitioner and nursing time to monitor. It is often difficult to manage patients in the general population setting that have medical or mental health issues. With a limited number of infirmary beds, it is a challenge to find adequate housing to fit the offender's needs. With several facilities now opening an Enhanced Care Unit (ECU), offenders with specific medical or mental health needs that cannot be managed in general population, but they are not ill enough for infirmary placement, have an alternative to living in an infirmary. These inmates are housed in a specific housing unit with trained custody staff and offender workers that are also trained and assigned to assist with "general" care of the offender. Nursing staff visit the unit every day for well-being checks. The custody staff and offender workers are able to identify any decline in the offender's condition and alert medical so that earlier intervention is possible. TCC is in the process of evaluating opportunities to open an Enhanced Care Unit.

8. **Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services?

Offenders obtain mental health services by sending an MSR (Medical Service Request) or by Staff Referral. The MSR's/Referrals are responded to within 5 business days, unless it is urgent and the offender is provided services the day of the request.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

No completed suicides have occurred at TCC. Suicide Intervention/Prevention Training is provided to custody & non-custody staff by the Mental Health Department. TCC staff place offenders on Suicide Watch with any concern for the offender's safety.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

There is one offender on psychotropic medication currently, .08% of the population. This offender is awaiting transfer to an institution that is more conducive to a higher level of mental health care. There have been six offenders referred for psychotropic medication during 2013, in which five were prescribed medication and one refused.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

There are currently five known offenders with severe mental illness, in which psychiatric and/or therapy services are being made available to them. They are typically placed in the segregation unit, if it is determined that they are unable to function in the general population setting or for the safety & security of the institution, until a higher level of care can be provided. Once an offender is identified as severely mentally ill, they will be provided additional counseling and on-going assessment, to most effectively meet their individual needs. Typically an offender with a severe mental illness will be transferred from TCC, following a psychiatric evaluation and an increase of their mental health score. Sometimes; however, an offender is resistant to mental health treatment, and unless they are an imminent risk to themselves or others, they cannot be forced to take medication. This particular offender will likely reside off & on in segregation, due to their problematic behavior. TCC staff are good at identifying offenders with greater mental health needs, as the majority of the population present as average offenders.

9. What is your greatest challenge in managing this institution?

The greatest challenge I have experienced so far in managing this facility is trying to maintain a safe, secure environment within the institution with a relatively small cadre of Corrections Officers. With such a limited security force, staff absences result in routinely holding staff beyond their shift to ensure adequate coverage of the most critical posts.

10. What is your greatest asset to assist you in managing this institution?

I believe the greatest asset I have in managing the facility is the tremendous reservoir of experience possessed by the staff of Tipton Correctional Center. Most of the employees have been here for a number of years and are very competent in performing their duties. The overall morale of the staff is, in my opinion, slightly better than at most facilities and may account for the lower staff turn over rate. Thus creating relatively high levels of experience among the staff.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

LICENSE #	YEAR	VEHICLE	MILEAGE
13-0434	'04	Tahoe	74,952
13-0435	'08	Ford Van	44,800
13-0436	'07	Crown Vic	113,064
13-0438	'96	Maint Vehicle	17,899
13-0439	'06	Ford Van	73,356
13-0442	'08	Ford Van	37,852
13-0443	'95	Back up Vehicle Patrol	151,574
13-0444	'95	Maint Vehicle	66,661
13-0445	'06	Crown Vic	108,242
13-0446	'07	Crown Vic	108,960
13-0455	'96	Maint Vehicle	51,708
13-0452	'07	Ford Van	41,770
13-0454	'07	Vehicle Patrol	109,684
13-449	'98	Handicap Van	91,851
13-0448	'97	Maint Vehicle	15,727
13-0907	'89	Trash Truck	41,193
13-0378	'97	Bus	239,046
32-0295	'08	Chevy Van	88,540
32-0224	'08	Impala	110,623
32-0262	'08	Chevy Van	68,056

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

The morale of custody staff appears to remain above average. Many staff members have worked here for a number of years. They appear very close to each other and make up a very cohesive work force.

13. Caseworkers:

- A. How many caseworkers are assigned to this institution? 19
- B. Do you currently have any caseworker vacancies? NO
- C. Do the caseworkers accumulate comp-time? NO
- D. Do the caseworkers at this institution work alternative schedules?

YES, to accommodate programming

- E. How do inmates gain access to meet with caseworkers?

Through scheduled and unscheduled meetings.

- F. Average caseload size per caseworker? 100 offenders per Case Manager
 - # of disciplinary hearings per month? 18 per Case Manager
 - # of IRR's and grievances per month? 6 per Case Manager
 - # of transfers written per month? 3 per Case Manager
 - # of re-classification analysis (RCA's) per month? 35 average

- G. Are there any services that you believe caseworkers should be providing, but are not providing?

NO

- H. If so, what are the barriers that prevent caseworkers from delivering these services? N/A

Caseworkers (continued):

I. What type of inmate programs/classes are the caseworkers at this institution involved in? Classification staff facilitates Impact of Crime on Victims Class, Pathways to Change, Inside/Out Dads, Anger Management, and attend Local MRP Steering Committees. Classification staff also assembles the work release crews and establishes community service project crews. One of two Restorative Justice projects is an in-house project of coloring books which involves issuing and tracking materials by the Classification staff. TCC's Puppies for Parole Program is monitored by a Case Manager as well.

J. What other duties are assigned to caseworkers at this institution? Offender job and housing assignment, process grievances, offender disciplinary hearings, offender reclassification, general counseling, process institutional transfers, and offender release preparations.

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution? 4
B. Do you currently have any staff shortages? NO
C. Do the parole officers accumulate comp-time?

Only minimal accumulation.

D. Do the parole officers at this institution flex their time, work alternative schedules?
1 Parole Officer works an alternative schedule to accommodate late open door hours for work release offenders. The rest work traditional schedules.

E. How do inmates gain access to meet with parole officers?
All IPO's have set open door hours when offenders can ask questions.

- F. Average caseload size per parole officer? Approximately 300
• # of pre-parole hearing reports per month? Approximately 50
• # of community placement reports per month? Approximately 15
• # of investigation requests per month? Approximately 60

G. Are there any services that you believe parole officers should be providing, but are not providing? NO

H. If so, what are the barriers that prevent officers from delivering these services?

I. What type of inmate programs/classes are the parole officers at this institution involved in?
The Parole office runs the Cycle of Change program.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. NONE

16. Does your institution have saturation housing? If so, how many beds?
Yes – 96 beds.

17. Radio/Battery Needs:

- a. What is the number of radios in working condition? 254
b. Do you have an adequate supply of batteries with a good life expectancy? YES
c. Are the conditioners/rechargers in good working order? YES

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name:	Western Missouri Correctional Center, December 2013			
Custody Level	C-2/Medium		Warden	Ronda J. Pash
Total Acreage	385		Address	609 East Pence Road Cameron MO 64429
Acreage w/in Perimeter	54			
Square Footage	96 (cell)		Telephone:	816 632-1390
Year Opened	1988		Fax:	816 632-2562
Operational Capacity/Count (as of December 20, 2013)	1958/1956			
General Population Beds (capacity and count as of December 20, 2013)	1758/1758		Deputy Warden	Lori Lakey, Operations
Segregation Beds (capacity and count as of December 20, 2013)	198/186		Deputy Warden	Krista Helton, Offender Management
Treatment Beds (capacity and count as of December 20, 2013)	N/A		Asst. Warden	Todd Warren (transferring to CRCC 1/6/14)
Work Cadre Beds (capacity and count as of December 20, 2013)	200/30		Asst. Warden	
Diagnostic Beds (capacity and count as of December 20, 2013)	N/A		Major	CSII Marvin Gregg (retiring 1/31/14)
Protective Custody Beds (capacity and count as of December 20, 2013)	N/A			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
Average for the age of the institution.
- b. What capital improvement projects do you foresee at this facility over the next six years?
Perimeter fence alarms (scheduled for 2014); resurfacing perimeter roads and parking lots;
housing unit cell windows; high mast lighting; Administration Building sky lights;
Administration Building chiller; energy efficient windows throughout; repair and/or replace
sidewalks
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
Perimeter fence alarm system – 1
Resurfacing roads and parking lots (parking lots are in terrible shape – need to be completely
resurfaced) – 1
Housing unit cell windows – leak air badly and we have been putting plastic over the inside
of the windows during winter months for the last 10 years. They are rusted out and need
replaced – 2
High mast lighting on perimeter fence/energy efficient – 4

Administration Building skylights – repair or removed – 4
Administration Building chiller – 3
Energy efficient windows throughout the institution – 5
Repair and/or replace sidewalks – 6

2. Staffing:

- a. Do you have any critical staff shortages? Cooks and Recreation Officers
- b. What is your average vacancy rate for all staff and for custody staff only? The vacancy rate for all staff is 1.8% and for custody staff it is 2.0%.
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution? Yes during Holidays. Supervisors work with staff to schedule this time off.
- d. What is the process for assigning overtime to staff? We have both a voluntary and mandatory overtime procedure in place.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? 43% time off; 57% paid.
- f. Is staff able to utilize accrued comp-time when they choose? Yes

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school? We currently have 491 students enrolled which is about 25% of the total population.
- b. How many (and %) of inmate students earn their GED each year in this institution? We had 70 graduates this year which is approximately 15% of those that are enrolled in school and approximately 4% of the total population. This is about what we average. The number is down this year as a result of some policy changes and a new test being developed.
- c. What are some of the problems faced by offenders who enroll in education programs? There is limited access to needed materials; the process to take the test takes a while; there are specific guidelines that the Education Department must meet before students get to test; There is a time lag for students to take the GED test after they have qualified; there must be a minimum number of students qualified in order to schedule testing; results (scores) take time to be returned to the institution, thus there is a time lag to fill seats.

4. Substance Abuse Services: N/A

- a. What substance abuse treatment or education programs does this institution have?
- b. How many beds are allocated to those programs?
- c. How many offenders do those programs serve each year?
- d. What percent of offenders successfully complete those programs?
- e. What, in you opinion, is the biggest challenge to running a treatment program in a prison setting?

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution? WMCC has nine vocational education classes. They are: Auto Mechanics, Diesel Mechanics, Small Engine Mechanics, Residential Carpentry, Modern Woodworking, Residential Plumbing, Residential Electrical Wiring, Basic Welding and Applied Computer Technology.

- b. How many offenders (and %) participate in these programs each year? During 2013, 441 offenders participated in vocational classes. This number is approximately 25% of the institution's population.
- c. Do the programs lead to the award of a certificate? Two certificates are awarded to each offender who completes a class. A DOC completion certificate is given to each offender. It includes information on the topics studied and an evaluation ranking for each topic. The classes are registered with the apprenticeship program under the U. S. Department of Labor. All offenders who complete one of those classes also receive an apprenticeship certificate. The following classes receive NCCER certification – Electrical Wiring, Residential Plumbing, Residential Carpentry, and Basic Welding. The offenders who pass the exam in Applied Computer Technology receive a MOUS certification.
- d. Do you offer any training related to computer skills? A class in computer skills is offered. The curriculum includes basic typing skills and the study of Windows, Excel and Access plus a unit on basic care and maintenance of a computer.

6. Missouri Vocational Enterprises: N/A

- a. What products are manufactured at this institution?
- b. How many (and %) of offenders work for MVE at this site?
- c. Who are the customers for those products?
- d. What skills are the offenders gaining to help them when released back to the community?

7. Medical Health Services:

Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?
Yes, Re-accreditation was granted with our survey November 2011, we will be having our next survey in 2014.
- b. How many offenders are seen in chronic care clinics?
There are approximately 1250 patients enrolled in the 14 chronic care clinics and infection control clinics. They are seen on a regularly scheduled basis by the physicians with test including laboratory test monitoring according to the protocols in the specialty clinics.
- c. What are some examples of common medical conditions seen in the medical unit?
Western Missouri Correctional Center is a level 5 medical facility, many of the patients are transferred to WMCC to accommodate their health care needs. The facility is extremely accommodating to patients with debilitating diseases related to the handicap accessibility and the flat landscape. The top four chronic diseases managed in the chronic care clinics are; Cardiovascular, Pulmonary/Asthma, Hepatitis C and Diabetes. Our Emergency Department is staffed and equipped to manage care ranging from Cardiac events, trauma, exacerbation of disease processes and seizures. We have two full time Physicians on duty five days per week to manage the medical care of the patients and Physician's on call 24/7.
- d. What are you doing to provide health education to offenders?
Our mission is to correctly inform the patients regarding their current health status, treatment, modalities and disease prevention. We hold an annual Health Fair for the population at WMCC. Education is given by pamphlets, verbal and minor routine examinations such as blood pressure checks, blood sugar checks, pulmonary functions and eye exams. The medical unit provides educational DVD's to be viewed on the institutional TV channel. We have mailings and internet

accessibility to provide the most current health care information available. By providing patients with health education, we are empowering these adults to take a proactive role in their health care. Three months prior to their release we begin providing education related to their adjustment to society related to their medical needs.

- e. Have you had any active cases of Tuberculosis in this facility in the past year? If so, how did you respond? We have not had any active Tuberculosis cases within the past year. We do have protocols in place if the situation arises.

- f. Is the aging of the population effecting health care in the prisons as it is effecting health care every where else?

We have offenders ranging from 19 to 90 years of age, as our population ages as a whole, the acuity of the medical conditions rise. We are treating medical conditions often limited to long term care facilities such as Dementia and Alzheimer's. These issues present various health and safety risks for patients within the correctional environment. We have a significant population that requires mobility devices such as wheelchairs, canes, braces, and walkers. With the increase of Hepatitis C in the communities and institutions, we are taking care of more patients during their later stages of life, providing supportive care to them and their families.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services? Offenders are able to obtain mental health services through the HSR (Health Services Request) process. Referrals by staff are also scheduled for an initial evaluation.
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? There were no completed suicides in 2013. Suicide prevention training is being provided to custody staff.
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? About 16% of the population are prescribed psychotropic medications.
- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? There are currently 257 offenders in Chronic Care. Mental health provides psychotropic medication, psychiatric appointments at least once every three months, chronic care appointments/counseling at least once a month with Qualified Mental Health Provider (QMHP), mental health groups, and referral to special units as needed.

- 9. What is your greatest challenge in managing this institution? WMCC, as with the other institutions, has been asked to maintain operations with fewer resources. As the physical plant ages, repairs and upkeep become more demanding. This period of economic strain has required the administrative team and staff to “think outside the box” to provide services and remain within budgetary limits.

- 10. What is your greatest asset to assist you in managing this institution? The staff is our greatest asset in managing this institution.

- 11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?) The fleet condition is poor, due to 53% (8 out of 15) of the offender transportation vehicles has over 150,000 miles. Also, the age of all the vehicles is a factor. See attached report.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. (Please have the Major answer)

I would consider the morale at Western Missouri Correctional Center at an overall level of medium. There currently are only two Corrections Officer I vacancies and 1 Corrections Officer II vacancy. The main factors for this rating are the vast amount of staff with unscheduled leave, daily mandatory overtime due to absences, and custody staff frequently have to provide coverage for other areas such as Laundry and Library.

13. Caseworkers:

- A. How many caseworkers are assigned to this institution? 23 Case Managers, 3 CCA's
- B. Do you currently have any caseworker vacancies? No
- C. Do the caseworkers accumulate comp-time? No
- D. Do the caseworkers at this institution work alternative schedules? No
- E. How do inmates gain access to meet with caseworkers? Open door policy
- E. Average caseload size per caseworker? 1 Case Manager per 100 offenders
 - # of disciplinary hearings per month? Approximately 19 per Case Manager
 - # of IRR's and grievances per month? Approximately 18 per Case Manager
 - # of transfers written per month? Approximately 17 per Case Manager
 - # of re-classification analysis (RCA's) per month? Approximately 30 per Case Manager
- F. Are there any services that you believe caseworkers should be providing, but are not providing? Due to heavy workload, staff cannot offer re-entry services to the extent we would like to.
- G. If so, what are the barriers that prevent caseworkers from delivering these services? Additional workload, large caseload size, and space – no classroom availability.
- H. What type of inmate programs/classes are the caseworkers at this institution involved in?

Anger Management: This class teaches how to control your behavior and deal with stressful situations in ways other than acting out. This is a 12-week class that discusses a different topic week.

Inside-Out Dads: This class teaches parenting and communication skills necessary to be a good parent. It teaches offenders how to deal with children and the trust issues that may arise between them. Inside-Out Dads teaches to be firm and back what you way. The class meets once a week for 12 weeks.

Therapeutic Community: This is a voluntary self-help program where offenders must show a true desire to want to make changes. They are able to address just about any issue while they are in the program such as substance abuse, relationships, employment, etc.

Impact of Crime on Victims: This class provides participants with insight as to how crimes directly or indirectly impact families and communities. Guest speakers are invited to speak about how crime has impacted their lives. This class meets once a week for 10 weeks.

Pathways to Change: This is a Cognitive Skills class full of activities designed to assist participants to recognize their decision making habits through exploring perceptions and intuition in an alternative learning environment. Pathways to change helps participants learn more about themselves and why they react to certain situations the way they do. This class meets once a week for 12 weeks.

Puppies For Parole: This is a state-wide program that started at Western Missouri Correctional Center on July 6, 2010. The Western Waifs Puppies for Parole program currently houses 20 dogs. The dogs spend on the average six (6) months in the program. During their training they are house trained and they learn to sit, stay, lay down, walk with a loose leash, be able to be brushed and handle crowds of people. Once they have mastered this they are given the Canine Good Citizenship Test. The offenders in the program are also entered in to the U. S. Department of labor for training and labor. Once they have spent 2000 hours as a dog handler they receive certification, and a certificate from the Department of Labor.

I. What other duties are assigned to caseworkers at this institution? Process offender visiting applications, job changes, room moves and offender transfers. Complete Transitional Accountability Plans by meeting with the offenders to discuss their assets/liabilities and develop a plan for successful release and providing community contacts. Conduct disciplinary hearings, investigate and complete Informal Resolution Requests/Grievances. Work with other sections to ensure the offender's needs are met. Conduct wing tours and complete inspections of working areas. Assist custody staff with wing inspections, cell searches, etc. Maintain the offender classification files. Communicate with offender families/friends when they call with issues and concerns. Assigned to task groups and sit on Interviewing Committees. Work with the community on Restorative Justice Projects.

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution? 6 POIIs, 1 POIII, 1 DA
- B. Do you currently have any staff shortages? No
- C. Do the parole officers accumulate comp-time? No
- D. Do the parole officers at this institution flex their time, work alternative schedules? IPOs currently work four 10-hour days.
- E. How do inmates gain access to meet with parole officers? Open door is held once a week, in the morning and afternoon, or offenders can write to their IPO.
- F. Average caseload size per parole officer?
 - # of pre-parole hearing reports per month? 15 – 20 per IPO
 - # of community placement reports per month? 3 – 4 per IPO
 - # of investigation requests per month? 10 -15 per IPO
- G. Are there any services that you believe parole officers should be providing, but are not providing? No
- H. If so, what are the barriers that prevent officers from delivering these services?
- I. What type of inmate programs/classes are the parole officers at this institution involved in? They currently provide a monthly pre-release meeting for offenders within one month of their release. This class is held for two days out of each month and involves various outside resources, such as Division of Workforce Development, Catholic Charities, field probation and parole staff, etc.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. Staff salaries.

16. Does your institution have saturation housing? If so, how many beds? N/A

17. Radio/Battery Needs:

- a. What is the number of radios in working condition?
We have 290 radios, which have been in service for approximately 1 year.
- b. Do you have an adequate supply of batteries with a good life expectancy? Yes.
- c. Are the conditioners/rechargers in good working order? Yes.

LICENSE #	VEHICLE	MILAGE	CONDITION	USAGE
13-0121	2007 CAGED 15 VAN	124,003	GOOD	INMATE TRAN.
13-0157	1996 Caged 15 VAN	153,786	POOR	GROUPS
13-0244	2003 FULL SEDAN	212,115	POOR	PERIMETER
32-0296	2008 IMPALA	94,406	GOOD	POOL
13-0462	2005 CAGED 15 VAN	160,135	POOR	INMATE TRAN.
13-0463	1997 1 TON 4X4	32,435	POOR	MAINTANCE
13-0464	2009 BUS CAGED	153,767	GOOD	INMATE TRAN.
13-0465	1999 FULL SEDAN	190,975	FAIR	POOL
13-0466	1995 MINI 6VAN 2008 UPLANDER	83,941	POOR	DOG TEAM
13-0467	CAGED	170,580	GOOD	INMATE TRAN.
13-0468	2007 CAGED HANDICAP	54,682	GOOD	INMATE TRAN.
13-0469	1998 JEEP UTIL 4X4	139,228	GOOD	DOG TEAM
13-0470	1999 DODGE 250 4X4 1988 GMC DUMP	65,858	GOOD	MAINTANCE
13-0472	TRUCK 2008 UPLANDER	25,322	POOR	MAINTANCE
13-0473	CAGED 1988 FORD FLAT BED	90,019	GOOD	INMATE TRAN.
13-0475	2T	152,048	POOR	MAINTANCE
13-0476	2003 CAGED 15 VAN	193,792	POOR	INMATE TRAN.
13-0477	2003 CAGED 15 VAN 2008 UPLANDER	192,228	GOOD	INMATE TRAN.
13-0478	CAGED	161,522	GOOD	INMATE TRAN.
13-0479	2005 CAGED 15 VAN 2006 CAGED FULL	145,186	POOR	INMATE TRAN.
13-0481	SEDAN 2007 CAGED FULL	118,016	GOOD	INMATE TRAN.
13-0503	SEDAN 2005 CAGED FULL	92,806	GOOD	INMATE TRAN.
13-0505	SEDAN	166,763	GOOD	INMATE TRAN.
13-0643	2006 MINI CAGED 7 VAN	134,623	GOOD	INMATE TRAN.
13-0933	1992 CHEVY VAN	168,360	FAIR	GROUPS
13-0934	2002 SEDAN FULL	272,355	POOR	PERIMETER
13-0935	2005 CAGED 15 VAN	162,440	FAIR	INMATE TRAN.
13-0940	1992 RAM 150	83,460	POOR	MAINTANCE

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Western Reception Diagnostic & Correctional Center (WRDCC)			
Custody Level	C 1-5	Warden	Ryan Crews
Total Acreage	158 (Approx.)	Address	3401 Faraon St.
Acreage w/in Perimeter	71 (Approx.)		St. Joseph, MO 64506
Square Footage	All Buildings – 720,000	Telephone:	816-387-2158
Year Opened	1999	Fax:	816-387-2217
Operational Capacity/Count (as of December 31, 2013)	1980/2017		
General Population Beds (capacity and count as of December 31, 2013)	752/694	Deputy Warden	Heath Spackler
Segregation Beds (capacity and count as of December 31, 2013)	136/87	Deputy Warden	Sherie Korneman
Treatment Beds (capacity and count as of December 31, 2013)	645/620	Asst. Warden	Nancy Alldredge
Work Cadre Beds (capacity and count as of December 31, 2013)	None	Asst. Warden	Richard Stepanek
Diagnostic Beds (capacity and count as of December 31, 2013)	496/616	Major	Chris Brewer
Protective Custody Beds (capacity and count as of December 31, 2013)	None		

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?

Average

What capital improvement projects do you foresee at this facility over the next six years?

- 1. Replace roof on Powerhouse - started but not completed*
- 2. Replace security system - started but not completed*
- 3. Renovation of Housing Unit #10, J-wing - scheduled for January 2104*
- 4. Replace roofing on Canteen building, Training Building, Laundry Building, and Recreation Weight Room Building*
- 5. Replacement of 2 large washing machines*
- 6. Remove/demolition of Progress Hall.*
- 7. Upgrade Training Building plumbing/electrical/classrooms/HVAC.*
- 8. Upgrade electrical system in Housing Unit #1.*
- 9. Repair concrete at entrance drive and seal/repair asphalt parking lot*

- b. How critical do you believe those projects are to the long-term sustainability of this facility?

Very critical.

2. Staffing:

- a. Do you have any critical staff shortages?

Vacancies: 4 COII's, 2 COIII's, 1 Cook II, 1 Cook III, 1 PPSIII, 3 Labor Supervisors; 1 PPSI, 1 OSA-K, 2 SACI/II's

Corrections Officers and Cook positions are always hard to fill because very few applicants are on the register. In my opinion due to staffing levels, each vacancy would be critical.

- b. What is your average vacancy rate for all staff and for custody staff only?

There is an average vacancy rate for all staff of 11.62% and 12.53% for custody staff.

- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?

Yes, the accrual/usage of compensatory time presents a daily challenge to custody supervisors to minimize accrual and to ensure compensatory time reduction occurs in a manner which ensures adequate daily staffing while accommodating staff requests for leave.

- d. What is the process for assigning overtime to staff?

The vast majority of overtime accrued is the result of holidays. The earned overtime is primarily accrued in areas such as transportation runs. All other overtime accrued by staff is assigned first by requesting volunteers and then by assignment based on seniority if no volunteers are found.

- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?

For Corrections Officer I and II staff, approximately 44% of the comp-time accrued is paid off and the remaining 56% is retained or used. Other staff do not receive comp time payouts and must use it as time off.

- f. Is staff able to utilize accrued comp-time when they choose?

Every effort is made to accommodate staff requests. In most cases, staff utilize accrued compensatory time on dates of their choice based on the needs of the facility.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?

- *Education for General Population has 60 students which accounts for approximately 3% of the of general population offenders.*
- *In our treatment program, we had about 170 offenders participating in GED classes on a part time basis which accounts for 28.6 % of treatment offenders.*

- b. How many (and %) of inmate students earn their GED each year in this institution?

So far in 2013 there have been 30 (approx 2%) successful GED completions.

- c. What are some of the problems faced by offenders who enroll in education programs?

Some of the issues offenders may experience which makes education a challenge includes:

- *There is a limited access to needed materials.*
- *The process to take the test takes awhile.*

- *There are specific guidelines that the Education Department must meet before students get to test.*
- *There is a time lag for students to take GED Test after they have qualified.*
- *There must be a minimum amount of students that are qualified to set up a test.*
- *It can take awhile to get scores back after taking the GED Test. Thus, there is a time lag to fill seats.*
- *There is a large amount of students that are not able to be in class because there are only two teachers.*
- *Students are leaving at a rapid rate so there is not enough time to complete the Education process. They are only in class a limited amount of time before parole, release, transfer, etc.*

4. Substance Abuse Services:

- What substance abuse treatment or education programs does this institution have?
WRDCC has treatment programs run Division of Offender Services and Gateway, a contract provider. The following programs are offered.
 - *GED Classes*
 - *180-OUT, Offenders Under Treatment, 6 Month Program*
 - *BSAP, Board Ordered 6 Month Program*
 - *120-Day Treatment, Court and Board Ordered*
 - *MO Post Conviction Treatment (MPCT)*
 - *84 Day Parole Violator Treatment*
 - *120-Day Court Ordered Detention Sanction Program (CODS)*
 - *Partial Day Treatment Program*
- How many beds are allocated to those programs?
 - *BSAP, Board Ordered 6 Month Program (Gateway) - 135*
 - *180-OUT, Offenders Under Treatment, 6 Month Program (DORS) – 45*
 - *120-Day Treatment (Gateway) – 140*
 - *120 Day/Post Conviction/Parole Violator/CODS (DORS)-275*
 - *Partial Day Treatment Program (Gateway) - 50*
- How many offenders do those programs serve each year?
 - *BSAP, Board Ordered 6 mo. Program (Gateway) – 292 (July 2012 to July 2013)*
 - *180-OUT, Offenders Under Treatment, 6 mo. Program (DORS) – 537*
 - *120-Day Treatment (DORS)-1821*
 - *120-Day Treatment (Gateway) – 592*
 - *Intermediate Treatment Program (Gateway) – 292*
 - *MO Post Conviction Treatment (DORS)-267*
 - *84 Day Parole Violator – 1170*
 - *CODS – 138*
- What percent of offenders successfully complete those programs?
 - *BSAP, Board Ordered 6 mo. Program (Gateway) - 88%*
 - *120-Day Treatment (Gateway) - 93%*
 - *120-Day Treatment (DORS) – 99%*
 - *180-OUT, Offenders Under Treatment, 6 mo. Program (DORS) – 95%*
 - *Intermediate Treatment Program (Gateway) - 88%*
 - *MO Post Conviction Treatment (DORS) – 97%*

- **84 Day Parole Violator – 94%**
- **CODS – 98%**

- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?

Establishing a level of trust to deal with issues of the clients' former lifestyles. Breaking through the denial of the seriousness of a client's substance abuse/dependency and criminal lifestyle is a task. Management of the MH-3 / MH-4 clients and dual diagnosed offenders. It is also difficult to work with some of the offenders with numerous medical restrictions and lay-ins due to their limitations. We make every effort to work with these offenders to the best of our ability; however, many times it is difficult to get them all of the services they really need while they are in the prison setting. The biggest challenge at this time is receiving a higher number of disruptive and challenging offenders than in the previous years. We appear to be getting higher custody level offenders with a more violent past. Also, consistency among staff is also a huge challenge. It is often difficult to get all of the staff on the same page and keeping it continually consistent due to constant changes.

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?

WRDCC does not have any vocational programming

- b. How many offenders (and %) participate in these programs each year?

N/A

- c. Do the programs lead to the award of a certificate?

N/A

- d. Do you offer any training related to computer skills?

No

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?

None

- b. How many (and %) of offenders work for MVE at this site?

None

- c. Who are the customers for those products?

N/A

- d. What skills are the offenders gaining to help them when released back to the community?

N/A

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?

Yes

- b. How many offenders are seen in chronic care clinics?

Approximately 230 a month are for routine chronic care visits by either nursing or physician.

- c. What are some examples of common medical conditions seen in the medical unit?
Back pain, knee pain, headaches, allergies, toothache.
- d. What are you doing to provide health education to offenders?
Offenders are educated during nurse/doctor sick call appointments regarding their illness, they are educated during chronic care visits regarding their disease process, there are education sheets located in the medical units for offenders to take for information, and there is an annual health fair for the offenders.
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?
No active cases of TB have been identified in the facility.
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain.
Yes, there are more chronic care offenders being seen and more patients being placed in infirmaries and extended care units.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?
Upon arrival at WRDCC R&D unit, every offender responds to questions on an Intake Mental Health Screening form completed by a medical nurse. Offenders arriving with verified psychotropic medication have an immediate face to face evaluation with a Qualified Mental Health Professional (QMHP). A QMHP is a Missouri Licensed Psychologist, Counselor, or Social Worker. There is a suicide risk potential that also provides an immediate face to face evaluation.

In the medical screening room, there is a large copy of a Medical Service Request (MSR). During the Mental Health Intake, offenders are again educated on the MSR process. The Mental Health Intake is a structured clinical interview that determines Mental Health Level and need of services. The Intake is conducted between day 5 & 14 of the Diagnostic process.

The Referral and Screening Note (RSN) may be completed and submitted by any staff member, which again results in an individual encounter with a QMHP. All QMHP's have a caseload of Mental Health 3 offenders and also to handle emergency services, as needed in their assigned housing units. In the evenings and on weekends and holidays, QMHP's rotate on-call to ensure 24 hour coverage for all offenders.

Staff in various housing units refer offenders to a variety of Mental Health groups ranging from Adjustment to Incarceration, Anger Management and Trauma Groups.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?
There have been no completed suicides since WRDCC opened in 1999. There is close communication between DOC staff and Mental Health, with a very proactive approach

regarding intervention. All WRDCC staff attend CORE training yearly. Suicide Prevention training includes information and education including risk factors.

Mental Health now have 9 single camera cells which are monitored by custody not less than 4 times an hour. We also have access to 2 additional camera cells in the TCU. QMHP's have daily contact with the Offender to evaluate the level of risk and supervision needed with custody providing timely and relevant information by documentation in the chronology file, as well as informing mental health of their observations to assist in modifications for the offenders on suicide watch.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? 418 (20.27%)

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

Those (MH 4) offenders in the diagnostic center are seen weekly to monitor stability/symptoms of mental illness. They are also referred, as criteria applies, to the Social Rehabilitation Unit (SRU) at FCC, The Special Needs Unit (SNU) at PCC, or the Secure Social Rehabilitation Unit (SSRU) at JCCC.

Offenders who are at risk in general population due to mental illness can be placed on Close Observation pending transfer or assimilation to general population with symptom management.

Offenders with acute psychiatric symptoms that meet criteria as an imminent risk of harm to self and/or others and other criteria may be referred by the psychiatrist for a Due Process and Involuntary Medication Hearing. This has occurred 2 times this year due to the more chronic and severely mentally ill population we receive.

All offenders with a Mental Health diagnosis participate in the creation of an Individual Treatment Plan to identify problems and goals. These offenders are placed in Mental Health Chronic Care, 361 at this time. These offenders meet with a QMHP at least once a month and sooner if needed. They have regular appointments with a staff psychiatrist and a psychiatric nurse.

WRDCC has also been chosen as one of 3 diagnostic centers to participate in a new sentencing statute for several mentally ill offenders with a 120 Mental Health Treatment Program in conjunction with Department of Mental Health, Jackson County and Probation and Parole.

9. What is your greatest challenge in managing this institution?

The most challenging part is the overall management of the facility's workforce and the aging physical condition of many of the facility's buildings. Given the budgetary constraints and staffing reductions it is increasingly challenging to ensure appropriate maintenance of infrastructure and necessary staffing for adequate monitoring of all institutional functions. This can have an impact on staffs' working conditions and overall morale.

10. What is your greatest asset to assist you in managing this institution?

The staff are the greatest asset, followed by the support provided by the Division's executive staff. The facility's executive staff, section heads, and shift commanders continue to make it possible to manage the institution in a safe and effective manner.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

<i>Fleet Vehicles</i>	<i>Mileage as of 12/1/13</i>		
<u>8 Crown Vic.</u>	<u>Mileage</u>	<u>Year</u>	<u>Status</u>
13-0010	90,165	2007	Inmate Trans.
13-0025	73,599	2007	Inmate Trans.
13-0332	75,217	2007	Inmate Trans.
13-0352	166,088	2003	PV
13-0396	83,305	2006	Inmate Trans.
13-0705	142,753	2004	PV
13-0724	79,490	1998	Specialty Squad
13-0792	69,914	2008	Inmate Trans.
<u>5 Max Vans</u>			
13-0268	111,010	2006	Inmate Trans.
13-0278	158,520	2007	Inmate Trans.
13-0346	154,617	1997	Inmate Trans. Handicap
13-0394	173,357	2006	Inmate Trans.
13-0730	65,702	1998	Specialty Squad
<u>1 Bus</u>			
13-0372	169,002	2009	Inmate Trans.
<u>3 Mini Vans</u>			
13-0675	144,471	2008	Inmate Trans.
13-0677	157,489	2008	Inmate Trans.
13-0259	156,295	2008	Inmate Trans.
<u>4 Impalas</u>			
13-0233	104,063	2008	Pool
13-0239	106,476	2008	Pool
13-0242	103,235	2008	Pool
13-0246	104,357	2008	Pool
<u>1 Suburban</u>			
13-0707	46,950	1999	Specialty Squad

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. (Please have the Major answer)

I would say that it would be an accurate assessment to say that Custody Staff Morale is Medium to Low. Based upon my observations (tours, security checks, meetings, etc) I have assessed the morale of the WRDCC Custody staff and the breakdown is as follows:

Administration - Medium:

The majority of the Custody staff are pleased with the current Administrative Staff. Those I have spoken to have indicated that they feel that the Wardens and Chief of Custody are "actively"

taking their concerns into consideration and are willing to discuss with the individuals if they have questions.

Working Conditions - Medium to Low: There are continuous reports that staff feel that the staffing plan for this institution falls short in order to accomplish the various tasks, programs that this facility offers. This is also taking into consideration that the facility is still undergoing the security upgrade.

Benefits / Salary - Low: The general consensus of the staff (All ranks) is that the salary is substandard for the jobs they are completing. When staff discuss the salary for Missouri employees compared to the other 49 states some are disheartened.

Because of the staff's work ethics and their support / desire to work for the Administrative Staff at the facility it would be a ranked Medium; however, take that away and most staff look at this career as little more than a "job" where coming in and going through the motions is all that they are compensated for.

13. Caseworkers:

A. How many caseworkers are assigned to this institution?

- *Housing Unit #1(Treatment) - 4 Corrections Case Managers , 1 Corrections Classification Assistant*
- *Housing Unit #6 (Transitional Housing Unit and Work Release) - 6 Corrections Case Managers, 1 Corrections Classification Assistant, 1 Institutional Activity Coordinator*
- *Housing Unit #10 (Diagnostic Center) - 1- Corrections Case Manager III , 7- Corrections Case Managers*
- *Housing Unit #10 (Administrative Segregation) - 3- Corrections Case Managers*
- *Housing Unit #11(General Population) - 6 – Corrections Case Managers, 1 - Corrections Classification Assistant*
- *Grievance Office - 1 Corrections Case Manager*

B. Do you currently have any caseworker vacancies?

No

C. Do the caseworkers accumulate comp-time?

Yes, but we encourage the use of flex scheduling to avoid accumulation of any overtime.

D. Do the caseworkers at this institution work alternative schedules?

No.

E. How do inmates gain access to meet with caseworkers?

Through an open-door policy, by submitting written request, or by being placed on a call-out list.

F. Average caseload size per caseworker?

Approximately 71 Offenders to 1 Caseworker.

- # of disciplinary hearings per month?
 - *Housing Unit #1 – 153.27 monthly average*

- *Housing Unit #6 – 110.63 monthly average*
- *Housing Unit #10 – 156.09 monthly average*
- *Housing Unit #11 – 157.81 monthly average*
- # of IRR's and grievances per month?
 - *Housing Unit #10 – 48.5 monthly average*
 - *Housing Unit #1 – 6.5 monthly average*
 - *Housing Unit #6 – 22.9 monthly average*
 - *Housing Unit #11 – 31.4 monthly average*
 - *Grievances (entire facility) – 45.3 monthly average*
 - *1,162 Total IRRs for 2013*
 - *498 Total Grievances for 2013*
- # of transfers written per month?
 - *Housing Unit #1 – 4.6 monthly average*
 - *Housing Unit #6 – 18.1 monthly average*
 - *Housing Unit #11 – 17 monthly average*
 - *Housing Unit #10 - averages 0 (Transfers do not include those offenders sent out of the Diagnostic Center to other facilities; only transfers written and submitted to Central Transfer Authority.)*
- # of re-classification analysis (RCA's) per month?
 - *Housing Unit #1 – 33.3 monthly average*
 - *Housing Unit #6 – 74.5 monthly average*
 - *Housing Unit #11 – 30 monthly average*
 - *Housing Unit #10 - 271.7 RCA's/ICA's monthly average (This includes diagnostic offenders)*

G. Are there any services that you believe caseworkers should be providing, but are not providing?
No

H. If so, what are the barriers that prevent caseworkers from delivering these services? *N/A*

I. What type of inmate programs/classes are the caseworkers at this institution involved in?
Pathways to Change, Impact of Crime on Victims Class, Inside Out Dads, Anger Management.

J. What other duties are assigned to caseworkers at this institution?
Notary services, classification file reviews, process all visiting forms, process death and critical illness notices, make all housing and job assignments, case management team member, Offender External Classification, TAP (Transitional Accountability Plans), contacting outside agencies for referral services, possible enemy/protective custody investigations, order supplies and maintain inventory for housing units, back-up for custody staff, searches and counts, attend mandatory meetings (Medical, Fire/Safety), provide daily counseling to offenders, diagnostic processing, PREA risk assessments, offender orientation, process offender order forms, escort offenders to video court, process applications for offender work release and fill in as acting Functional Unit Manager when needed. Required to obtain 30 hours of training per year.

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution?

13

B. Do you currently have any staff shortages?

No

C. Do the parole officers accumulate comp-time?

No

D. Do the parole officers at this institution flex their time, work alternative schedules?

Yes, in lieu of comp time.

E. How do inmates gain access to meet with parole officers?

Open door, callouts, and written correspondence

F. Average caseload size per parole officer? **150+**

- # of pre-parole hearing reports per month? **120**
- # of community placement reports per month? **35**
- # of investigation requests per month? **200**

G. Are there any services that you believe parole officers should be providing, but are not providing?

No

H. If so, what are the barriers that prevent officers from delivering these services?

N/A

I. What type of inmate programs/classes are the parole officers at this institution involved in?

Orientation, Pre-Release, Anger Management, Offenders Offering Alternatives.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

I would mention that the last few years have been difficult for corrections, as I am sure it has been for many other agencies. Staffing reductions have impacted workload and budget cuts have made it difficult to replace aging equipment or appropriately complete building maintenance, all of which impacts working conditions and morale. Salaries and benefits are also big concerns for staff. The price of consumer products and durable goods has gone up; however, there has only been modest cost of living increases in the last few years. An increasingly higher number of staff are faced with the decision to change their standard of living or find part time employment. Changes to benefit plans over the years have also increased out of pocket expenses, adding to the financial challenges staff are experiencing. Although this has not changed the last two years, there is still a degree of anxiety about the future. Many have left State service for higher paying positions and/or better benefits in order to support their families. This results in staffing shortages which can be difficult to overcome due to the aforementioned reduced staffing. All of this compounds the struggles we face with the recruitment and retention of skilled staff.

16. Does your institution have saturation housing? If so, how many beds?

Housing Unit #10 has 286 saturation/temporary beds.

17. Radio/Battery Needs:

- a.* What is the number of radios in working condition? **430**
- b.* Do you have an adequate supply of batteries with a good life expectancy? **Yes**
- c.* Are the conditioners/rechargers in good working order? **Yes**

Joint Committee on Corrections

Information for Legislative Institutional Visits 2013

Facility Name: Women's Eastern Reception, Diagnostic and Correctional Center				
Custody Level	C-1 to C-5 female		Warden	Angela Mesmer
Total Acreage	117		Address	1101 East Highway 54 Vandalia, MO 63382
Acreage w/in Perimeter	47			
Square Footage	420,231		Telephone:	(573) 594-6686
Year Opened	1997		Fax:	(573) 594-6789
Operational Capacity/Count (as of December 20, 2013)	1,592			
General Population Beds (capacity and count as of December 20, 2013)	824		Deputy Warden	Todd Francis (Operations)
Segregation Beds (capacity and count as of December 20, 2013)	14		Deputy Warden	Tom Dunn (Offender Management)
Treatment Beds (capacity and count as of December 20, 2013)	235		Asst. Warden	Deborah Miller
Work Cadre Beds (capacity and count as of December 20, 2013)	291		Asst. Warden	N/A
Diagnostic Beds (capacity and count as of December 20, 2013)	228		Major	John Gibbs
Protective Custody Beds (capacity and count as of December 20, 2013)	N/A			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
I would rate the overall condition of the physical plant as very good. Due to newer technology there will be a need for some energy efficient upgrades. This past year the following energy efficient upgrades have either been made and have produced a significant savings.
 - *Replacement of all metal halide lamps throughout the institution (222) with fluorescent fixtures. Re-lamping all fluorescent fixtures with energy saving ballasts and 28 watt T-8 fluorescent lamps*
 - *Upgrade of building automated system, installation of new motors and controls to HVAC system. This will enhance efficient operations and result in cost savings.*
- b. What capital improvement projects do you foresee at this facility over the next six years?
*Del-Norte security system for fences and gates, upgrade or replace
New key system
Replacement of DVR system
Clean and paint water tower
MicroLite lighting system, upgrade or replace
Institutional Parking lot, overlay, seal and stripe*

Asphalt front gravel parking lot

Increase the width of the Perimeter road by approximately (5) five feet (Asphalt)

Widen and lengthen asphalt turning area, used by tractor trailers, for warehouse and MVE deliveries

- c. How critical do you believe those projects are to the long-term sustainability of this facility?
The first five improvements are listed as high priority and involve safety, security, and equipment to enhance our energy saving capabilities.

2. Staffing:

- a. Do you have any critical staff shortages?
No, due to departmental recruitment efforts, we have not had any staff shortages.
- b. What is your average vacancy rate for all staff and for custody staff only?
Average of 9 vacancies per week.
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
Yes, it is difficult to keep the facility fully staffed and keep comp-time to a minimum. In addition to staff shortages, we accumulate overtime due to absenteeism, transporting offenders on out count appointments, hospital supervision and training. A weekly report is submitted by each shift that reports the number of overtime hours earned and the justification for those hours. Whenever possible, staff members who earn overtime are given an equivalent amount of time off before the end of the week to eliminate overtime accumulation.
- d. What is the process for assigning overtime to staff?
When overtime is required to staff positions, volunteers are asked for first. Volunteers sign up to work overtime in advance on sign up sheets located in the airlock, in front of the Control Center. If a post cannot be filled through request for volunteers, overtime is mandated utilizing seniority list broken down by shift and rank (CO I's, CO II's) with the lowest seniority to the highest. When a staff member works overtime, they are moved from the top of the list to the bottom (to qualify, staff has to work at least two or more hours in order to qualify and be moved from the top of the list). Staff may volunteer at any time to work overtime, to move their name down on the list. The seniority list is posted on the staff bulletin board next to radio and key issue, which is accessible to staff 24 hours a day, 7 days a week. The list is updated daily by the shift timekeepers.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
Approximately 60% of the comp-time accrued at WERDCC is utilized by staff as time off and approximately 40% is paid-off.
- f. Is staff able to utilize accrued comp-time when they choose?
Yes, if staffing permits.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
475 (32%) of inmate students at this institution are currently enrolled in school with the Department of Corrections' Education Department and Van-Far School District.
- b. How many (and %) of inmate students earn their GED each year in this institution?
On average, 110 (25%) of inmate students earn their GED each year at WERDCC.
- c. What are some of the problems faced by offenders who enroll in education programs?
One problem faced by offenders who enroll in education programs is attempting to coordinate school with the other classes and programs that the offenders either participate in voluntarily or are mandated to participate. Low self-esteem of the offender is an issue. If they believe they are capable, they will progress. Many of the offenders are low achievers and simply do not want or care about their education and view having to attend school as a form of punishment.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?
Substance Abuse treatment is provided by Gateway Foundation, a contracted agency. We provide group therapy, individual sessions, educational lectures, educational videos and peer groups.
- b. How many beds are allocated to those programs?
A total of 240 beds are allocated to the Treatment Program: 90 Long Term (includes year long offenders and 6 month offenders) and 150 Short Term (ITC, 120 Treatment, PV84).
- c. How many offenders do those programs serve each year?
From January to December 2013, 779 clients were served.
- d. What percent of offenders successfully complete those programs?
90% were successfully discharged from the program.
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?
A primary challenge is working our program around the institution's schedule: canteen, count, med-line, and various and assorted other activities that can interfere with a daily schedule. These things are unavoidable, however, and we have adjusted. The Department of Corrections and Gateway work together to provide a continuation of services.

Another challenge is space. We offer many valuable services to include Impact of Crime on Victims, GED classes, Parents as Teachers, in addition to treatment services, making it a challenge to find space for the many necessary programs. We have managed to work it out, however. Again, the Department of Corrections works with us to make it happen.

The offender's ability to sign out at will after being stipulated to treatment is a challenge. This decreases their motivation to participate in and successfully complete the program.

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?
Professional Gardening, Building Trades, Business Technology, Cosmetology, Certified Nurses Aide.
- b. How many offenders (and %) participate in these programs each year?
Vocational Education served 207 offenders this year. (The professional gardening class did not have an instructor from July, 2012 until April, 2013 – so our number is a little down from the previous year.)
- c. Do the programs lead to the award of a certificate?
All five classes lead to a completion certificate and Department of Labor certificate. Cosmetology can also lead to a State Cosmetology License if the offender passes the state board examination. Certified Nurses Aide can also lead to a Certified Nursing Assistant license if the offender qualifies for the work release program. Business Technology students can also earn a Microsoft Office certificate in either Word, Excel, Power Point or Access through Certiport. Building Trades students can earn a NCCER certificate.
- d. Do you offer any training related to computer skills?
Yes, Business Technology is a computer-based course teaching secretarial type skills. All classes have computers in the room where offenders have access to typing skills and other limited skills on computers (such as data entry).

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?
Lab coats, hospital scrubs (tops and bottoms), visiting room jackets, broadcloth pajamas (men's and women's), mu mu gowns, hospital gowns, seersucker robes with snaps, fleece robes with ties, T-shirts (with or without pockets, short and long sleeve or sleeveless), jersey or twill shorts, jersey lounge pants, fleece jackets, fleece pants, sweatshirts, sweatpants, thermal tops, thermal pants (men's and

women's), twill work pants, inmate work shirts and pants, sport shirts, work shirts, dress shirts, kitchen towels, terry bath towels, washcloths, bed sheets (flat and fitted), pillowcases, fleece blankets, thermal blankets, suicide vest, garment hangers, canteen bags with pocket, mesh hygiene bags, screen printing and a new product is Boxer Briefs for men or women.

- b. How many (and %) of offenders work for MVE at this site?
We have a budget that allows 150 offenders to be employed for MVE, which would be 10% of the population; however, we currently have 120 offenders employed for MVE, which would be 8% of the population.
- c. Who are the customers for those products?
State institutions, including offender canteen, any tax exempt entity, such as hospitals, churches and schools, and state employees.
- d. What skills are the offenders gaining to help them when released back to the community?
We teach all sewing skills required in the manufacture of clothing and related products including needle changes, preventative maintenance and minor repair of machines. In addition, their exposure to this workplace will afford a smooth transition in the community workplace. Offenders learn accepted practices that will allow them to interact more easily when employed in the community. Offenders are awarded certificates as they meet the 2,000-hour requirements and are recognized by the Department of Labor when they accumulate 4,000 – 6,000 hours.

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?
Yes.
- b. How many offenders are seen in chronic care clinics?
We have 1053 offenders enrolled in a chronic care clinic; 359 were seen last month for routine chronic care visits.
- c. What are some examples of common medical conditions seen in the medical unit?
Sinus complaints, common cold, headaches, toothaches, menstrual cramps, constipation.
- d. What are you doing to provide health education to offenders?
Educational pamphlets are available in the medical unit; educational tapes of various subjects are aired on the offender television monthly; various bulletin boards in the medical unit are rotated with educational topics related to current trends; we hold an annual health fair for the offenders and one-on-one instructions are provided; prior to release, offenders with complicated conditions receive one-on-one counseling and assistance setting up appropriate appointments in the community.
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?
No active cases of TB have been identified in the facility.
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain.
No, we have not noticed an increase in care due to aging of the population. We have noticed an increase of the current health problems of new intakes regardless of the age. There has also been an increase in Hepatitis C diagnosis.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?
There are multiple ways for offenders to access mental health services.
 - *At the time of entry into the institution, a comprehensive mental health evaluation is completed. At this time, if there is an underlying or previously identified mental health need, the offender is referred to the psychiatrist and admitted to chronic care clinic.*
 - *Offenders are provided orientation to the Medical Service Request system, which provides them the ability to self-refer should they feel they require mental health services.*

- *All institutional staff is encouraged to be aware of behaviors and statements made by offenders and to refer offenders to mental health for screening and potential ongoing services if indicated.*
 - *Daily presence and weekly rounds on segregation often identifies offenders who are experiencing various difficulties and could benefit from mental health services.*
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?
There were no successful suicides (0%) occurring at WERDCC in the past year. Suicide prevention instruction is given to all staff by Mental Health through Core Training. All offenders are screened for any signs of suicidality by the Receiving Nurse at entry and again by a Qualified Mental Health Practitioner that same day or the next day. Offenders are again screened for suicidality through chronic care visits or through Medical Service Requests or staff referral.
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?
Approximately 500 offenders are taking psychotropic medications for mental illness, which is approximately 30% of our offender population.
- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?
Approximately 500 offenders are in chronic care. They are offered residential psychiatric care through the Women's Social Rehabilitation Unit, medication management by one of our psychiatrist with routine visits, routine chronic care visits with a licensed mental health professional, psycho-educational groups, individual psychotherapy, group psychotherapy, crisis intervention, treatment planning by a multidisciplinary treatment planning team and discharge planning for reentry to their community at release.
9. What is your greatest challenge in managing this institution?
The greatest challenges in managing this institution are compensatory time management, maintaining good staff morale, hiring and retaining quality employees and monitoring federal guidelines regarding the Prison Rape Elimination Act.
10. What is your greatest asset to assist you in managing this institution?
The staff members are without a doubt the most valuable asset. The teamwork exhibited by staff and Executive support is invaluable. The knowledge of veteran staff and the unique perspective that new staff members bring to the institution is also invaluable.
11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)
This facility has twenty (20) vehicles in its fleet.
One (1) of the 15-passenger vans is a 1998 model year vehicle with over 250,000 miles.
One (1) of the 15-passenger vans is a 1999 model with over 210,000 miles.
One (1) of the 15-passenger vans is a 2005 model with over 200,000 miles.
Four Crown Vics 130,000 (2007).
Two Uplanders 125,000 (2008).
One 15 Passenger Van 33,000 (2012)
One Van (handi-cap) Van 44,000 (2007).
Two used Crown Vics 64,000 (2010)
One Pool Vehicle 79,000 (2008) Chevy Impala
We have two (2) vehicle patrol cars with mileage of 146,000(2006) and 135,000(2007).

We have four (4) maintenance trucks with mileage below 40,000 and range in model years 1994 to 1998.

This facility has three 15-passenger vans in need of replacement due to high mileage, age and major components wearing out. These vans are highly important to the facility because they are in rotation with one van on the road every business day accumulating two hundred mile round trips delivering bus releases and inter-office mail. The two vehicle patrol cars will need replacement within the next 12 months due to the fact that they average an accumulation of 3,500 miles each month.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

At this time I believe the morale to be medium. The morale runs like a barometer, high, medium and low. It depends on how things are going with the job, other staff and at home. Overall I think it averages medium. Things that make it run low include, but are not limited to, staff shortages (currently 6 Custody staff short), news of no raises, higher insurance rates, no overtime, too much overtime, high gas prices, absenteeism, etc. I hear conflicting responses from staff when I ask them if they think morale is high or low. Some say high, some say low and some say medium.

The Gender Informed Practice Assessment team, who completed a survey in 2010 with a cross-section of our staff, said the morale is high with examples cited by staff as fundraisers for other staff, helping other staff when things go bad for them, staff believing in the programs, staff appreciating Administration coming out among them and visiting with them daily, open lines of communication, etc. We are still doing these things to the best of our ability. This committee visited with staff members that were selected at random from all three shifts and visited with them in an environment where there were no supervisors or any fear of retaliation. This would indicate the result of their survey is accurate; however day to day changes can make a big difference in the level of morale.

Upon my daily visits I find that staff seems to be happy with their jobs and with the way things are going generally, but I don't see the morale as being above average or below average at this time.

13. **Caseworkers:**

A. How many caseworkers are assigned to this institution?

We have 2 Corrections Classification Assistants, 32 Corrections Case Managers II's, and 1 Corrections Case Manager III.

B. Do you currently have any caseworker vacancies?

No.

C. Do the caseworkers accumulate comp-time?

Case managers do accumulate compensatory time on occasion when they are called to work beyond their regular working hours due to Critical Illness/Death Notice, Division of Family Services call, attorney call or other offender crises. In some cases, they are called upon to assist the Corrections Emergency Response Team in special security searches. There are also case managers who facilitate the Impact of Crime on Victims classes, which are held on weekends.

D. Do the caseworkers at this institution work alternative schedules?

Yes, many case managers now work four, ten-hour days instead of five, eight-hour days.

E. How do inmates gain access to meet with caseworkers?

Offenders may gain access to meet with case managers through daily open door hours, wing walks, general appointments, offender correspondence, teaming violations, Transitional Accountability Plan meetings, counseling and making referrals to Mental Health and Medical.

F. Average caseload size per caseworker?

75.

- # of disciplinary hearings per month?

- 12.
- # of IRR's and grievances per month?
- 3.
- # of transfers written per month?
- 3.
- # of re-classification analysis (RCA's) per month?
- 12.
- G. Are there any services that you believe caseworkers should be providing, but are not providing?
Our staff are providing all necessary services at this time. Currently, classification staff conduct programs on Impact of Crime on Victims, Pathway to Change and Anger Management. Other duties assigned to classification staff, but not limited to, are custody support, investigations, and counseling.
- H. If so, what are the barriers that prevent caseworkers from delivering these services?
Not applicable.
- I. What type of inmate programs/classes are the caseworkers at this institution involved in?
Pathway to Change, Impact of Crime on Victims Classes, Anger Management, Restorative Justice, Pre-Release, Canine Helpers Allow More Possibilities (CHAMPS), Women's Social Rehabilitation Unit, Peer Action Care Team, Project Reach, Hospice, Beauty for Ashes.
- J. What other duties are assigned to caseworkers at this institution?
Job coordinator, processing visiting applications, key management, counseling offenders, criminal histories, offender payroll, death notices, Transition Accountability Plans, work release applications, investigations, organize room moves, file audits, notary service, bed assignments, vendor orders, court returns processed, facilitate outside phone calls with Department of Family Services and attorneys, GRA's, and PREA screeners, supply requests, mental health referrals, medical referrals, chaplain referrals, escorting visitors for programs/classes, 4-H Life Program and other duties as assigned.

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution?
We have 11 Institutional Parole Officers, 1 Unit Supervisor, 1 District Administrator, 3 Office Support Assistants (Keyboarding) and 1 Senior Office Support Assistant.
- B. Do you currently have any staff shortages?
No.
- C. Do the parole officers accumulate comp-time?
No. At the current time, we have enough coverage and staff is allowed to utilize compensatory time as they acquire it.
- D. Do the parole officers at this institution flex their time, work alternative schedules?
Yes, they are encouraged to flex their time in order to not accumulate excessive compensatory time.
- E. How do inmates gain access to meet with parole officers?
Offenders submit correspondence to the Institutional Parole Officer in their housing unit and, as time permits, the Institutional Parole Officers have open door meetings. The general population units try to have two open door sessions per week. Also, the Institutional Parole Officers schedule appointments and call the offenders out to interview them for necessary reports prior to due dates. This is done automatically on the part of the parole officer. During the R&O orientation, two parole officers alternated talking to the offenders during an open forum type setting and go over probation and parole rules. A packet of information is handed out to each offender during receiving that covers probation and parole issues and who to contact with questions.
- F. Average caseload size per parole officer?
For the general population parole officers, their caseload is the whole housing unit, averaging around 256 offenders. The specialized caseloads, treatment and violator units are less, but still average around 175 to 200 offenders.
 - # of pre-parole hearing reports per month?

A total of approximately 84 per month.

- # of community placement reports per month?
A total of approximately 17 per month, which includes proceed with release memos.
- # of investigation requests per month?
Approximately 132 per month.

G. Are there any services that you believe parole officers should be providing, but are not providing?

The parole officers at WERDCC are not participating that much in programs or classes at the present time. Our main focus is on providing a high volume of reports to the Courts and Board, which mainly consumes our time. It would be nice if we could be more involved in Pathway to Change and pre-release programs.

H. If so, what are the barriers that prevent officers from delivering these services?

At the present time, our adjusted average work units per officer is 190 when the average should be 173 work hours per officer. We have a high volume of reports that are due to the Courts and Board with time sensitive due dates.

I. What type of inmate programs/classes are the parole officers at this institution involved in?

The two parole officers in the treatment unit work with classification staff and outside field officers to assign offenders to aftercare in the St. Louis and Kansas City areas.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

Not applicable.

16. Does your institution have saturation housing? If so, how many beds?

Yes, approximately 100 beds.

17. Radio/Battery Needs:

a. What is the number of radios in working condition?

We began using new Kenwood radios on November 28, 2012; we have 283 new radios.

b. Do you have an adequate supply of batteries with a good life expectancy?

Yes, we have 566 new batteries.

c. Are the conditioners/rechargers in good working order?

Yes.